

Return Goods Policy

Alliance H. Inc – Dentech Equipment (the company) will accept returned goods subject to certain conditions:

The company may authorize the return of parts and products that were either replaced under the company's standard Product Warranty, or new and **unopened** goods in their original packaging that were shipped from the factory less than **90 days** prior to their return.

Prior to returning any part or product to Alliance H. Inc, the customer must obtain a **Return Authorization (RA) Number** from the company's **Customer Service** department. When requesting an RA number, the following information needs to be provided:

- Reason for returning the item(s)
- Original invoice number with serial number(s), if applicable
- End user's name and address

Returns must be initiated by an authorized dealer or Alliance H. Inc representative. The company will not accept returns from end users. Shipping charges for return to the factory are the responsibility of the initiator. Collect shipments will not be accepted nor will shipping charges be credited. Any goods returned without an RA number on the outside of the shipping box(es) will be refused and automatically returned to the sender. The product must be received within **15 days** from the date the RA was issued.

All returns, except defective items replaced under warranty, are subject to a **restocking fee of 20%** of the originally invoiced amount (minimum of **\$50.00** per order), provided they are unused and in factory-new condition. Items that require repairs due to damage through handling, shipment, or inadequate packing will be accepted only if the customer agrees to pay for the repairs. Repair charges are in addition to the 20% restocking fee. Refunds are calculated based on the original invoice amount, less restocking fee, less cost of repairs, and will be issued in the form of a credit to the customer's account. No cash refunds will be issued.

To eliminate risk of cross contamination, used treatment units with handpiece and/or vacuum instrumentation cannot be refurbished and should therefore not be returned to the factory unless specifically requested by Alliance H. Inc.

Special, non-standard products cannot be returned for credit under any circumstances.