

uPhoria Ultrasonic Teeth Whitening System Warranty

Manufactured by Dentovations, Inc. Boston, MA

www.uphoriasmile.com

Customer Support: 617-737-1199

Congratulations on your purchase of the uPhoria Ultrasonic Teeth Whitening System! The System is designed and manufactured to perform at the highest standards and guarantees to deliver high-quality performance, ease of installation, and lasting output.

In order to receive the full coverage of this warranty, Dentovations, Inc. **requires** that all new customers attend a training webinar. You will be contacted by our Onboarding Specialist once the purchase has been completed to set up a time that works for your office. This training ensures that the system is being used properly and in a manner that will yield maximum results (and repeat customers!).

WARRANTY TERMS

Dentovations, Inc. offers a limited 1-year warranty for manufacturing defects of the uPhoria System beginning on the date of product purchase. During the warranty period, Dentovations, Inc. will arrange for your uPhoria System to be fully serviced free of charge once it is determined that the problem requires technical assistance. In the unlikely event of permanent failure of the system, Dentovations, Inc. may agree to replace the uPhoria System with a new or refurbished product. In this event, your warranty period would remain 12 months from the initial date of purchase. Damages that result from mishandling the product will not be covered under the warranty for free repair or replacement. The uPhoria System Warranty applies provided the product has been handled properly for its intended use and in accordance with the operating instructions.

WARRANTY EXCLUSIONS

The warranty does not cover the following:

1. Replacement for lost parts of the uPhoria System.
2. Repair or replacement of the system if any parts of the system have been altered. All parts of the system must be in their original state in order to qualify for repair or replacement under warranty.
3. If the defect is caused by misuse of the product or conditions that are not in compliance with the recommended operations of the product.
4. If the unit has been damaged by natural forces (water or fire), a surge in voltage or improper transportation of the product.
5. If the uPhoria System was acquired from a non-certified uPhoria distributor or you are not the original owner of the System.

WARRANTY SERVICES

Before requesting service on your uPhoria System, please first reference the User Manual and/or uPhoria website to rule out potential causes of error and to more easily guide our technicians to the root cause of the problem. To obtain maintenance or service within the warranty period, please contact the uPhoria Customer Service team via phone, email or website. Please reference the website or User Guide for this information. If your System is no longer within the warranty coverage, you can contact the uPhoria Customer Service team to advise you on how to resolve any issue. To best serve your needs, please have your serial numbers readily available.

RETURN POLICY

Dentovations, Inc. offers a 100% money back guarantee on the uPhoria System given that the following criteria have been met:

1. Within **90** days of purchasing the uPhoria System, **24** patient treatments have been completed.
2. The Dental office who purchased the uPhoria System has attended a training webinar and has been fully trained on:
 - a. proper usage of the System
 - b. proper installation of the System in the office
 - c. tips and tricks for using the System

If the above criteria have **not** been met, a \$500.00 restocking fee will be withheld from the total System refund.

In the event of a full return, Dentovations, Inc. will refund the cost of the uPhoria System and will pay for the return shipment. The cost of the Treatment Kits will **not** be refunded.

Return Process

We want to avoid any possible damages and scratches to the system. In order to do this, we ask that you pack the system into the original boxes, if possible, using the original or similar packing materials. If you feel that you do not have the proper supplies to return the system, Dentovations will supply new boxes and protective packing material.

Please follow the below disassembly / packing steps to ensure a successful return:

1. Disassemble vertical pole from stand base
2. Remove horizontal pole from vertical pole. The wires can stay inside of the horizontal pole with connectors in place
3. Remove the mouthpiece from the ultrasonic unit (if it is attached)
4. Remove the ultrasonic unit from the horizontal pole
5. Remove the control unit from the vertical pole
6. Pack the vertical pole and horizontal pole into the 7x7x48 inch box with protective materials
7. Place the hardware, the 2 mouthpieces, the ultrasonic unit and control unit into a separate, smaller box with protective packing
8. Place the stand base and the smaller box with the above contents into the 24x24x6 inch box with protective packing

There may be a reduction in the total amount of your return if there are aesthetic damages to the system upon return inspection (scratches, chips, etc.). However, significant damage to the system that requires repair will result in a \$500.00 reduction in the refund amount.