

LumaDent Warranty

At LumaDent our goal is customer satisfaction. In the rare instance that you are not 100% satisfied with our products, we will gladly accept returns at any time during the first 45 days of receiving the shipment. Simply return the product back to us in its original packaging, and we will provide a full refund, minus the 20% restocking fee and the original shipping and handling charge.

Even beyond the 45-day trial, we offer a range of services to keep your products in good working order. Read below to learn about our warranty, services, and return policies.

Important: LumaDent products are eligible for returns if postmarked within 45 days of delivery; however, please be aware that a 20% restocking fee will be applied. This fee is necessary to cover the significant costs incurred in the production and customization of LumaDent products, as they are tailored specifically to your requirements and preferences. We appreciate your understanding of this policy as it allows us to maintain the quality and craftsmanship of our custom-made products. Should you have any questions or concerns, please don't hesitate to contact our customer support team.

Warranty Information

LumaDent, Inc. warrants its products to be free from defects through limited service and/or replacement of defective parts. We will service or replace any product found to be defective under the following terms:

Terms

- Telescopes/Oculars and adhesive - Limited Lifetime Warranty
- Headlamp and Frames - 2-year Limited Warranty
- Mounts and Linkage Arms - 1-year Limited Warranty
- Battery pack and charger - 1 year Limited Warranty
- Wires and Cables - 6-month Limited Warranty

- ThermoScreen tablet and power cable - 1 year limited warranty

Limitations

- Breakage or failure due to tampering, misuse, neglect, accidents, dropping, modification.
- If the product is not used in accordance with the manufacturer's recommendations or instructions.
- If repaired or serviced by someone other than LumaDent.
- The warranty does not cover lost or stolen products.
- ANY adhesive applied to your product will void the warranty.
- Scratches or abrasions on the telescopes, lenses, or frame are considered normal wear and tear and are not covered.
- Using glutaraldehydes, iodophors, alcohol, bleach, CaviWipes™, or Autoclave/Chemoclave machines with any of our products will void the warranty.

Process

- Contact Us to discuss the issue you are experiencing.
- Send equipment in for evaluation
- Evaluation
- Service/replace defective equipment
- Equipment is returned to you.

The sender is responsible for shipping costs to LumaDent, LumaDent covers shipping serviced product(s) back to the sender. For any replacement parts or products serviced or exchanged under warranty, the sender is responsible for shipping the product to LumaDent. For some smaller accessory products that are within their warranty coverage period, the product will not be shipped back to LumaDent. In these cases, LumaDent will ship a replacement product without receiving the original product. The customer is responsible for paying shipping charges in these cases.

***Note:** Serviceability is determined by LumaDent® after we have received and evaluated the equipment.

Service Information

LumaDent will service many of our products beyond the warranty period. If you are experiencing an issue with your equipment and you are outside the warranty period, please Contact Us to initiate a service ticket.

All service prices are in USD. Serviceability is determined by LumaDent after we have received and evaluated the equipment. The sender is responsible for shipping costs to LumaDent. LumaDent covers shipping serviced product(s) back to the sender.

***Unfortunately, we no longer service our discontinued V1 and V2 equipment. If you're not sure if your equipment is serviceable, please contact us.**

Exchange Information

LumaDent will exchange any purchased products within their 45-day trial period free of charge (for items of equal value). Any price difference between the exchanged items will be refunded or collected as needed.

Exchanges may be initiated within your 45-day trial for almost any reason:

- Change battery color
- Received wrong product (mount, etc.)
- Want a different LED Package

- Change magnification
- Change LED color temperature

If you're within your 45-day trial and would like to exchange your product for a different one, please Contact Us.

*** NOTE REGARDING 45-DAY TRIAL:** Any price difference between products you are exchanging must be paid before we will ship the new product to you. Likewise, if the new product is cheaper then the difference will be refunded to you. There will be a shipping fee associated with exchanging your product.

PPE Products (ThermoScreen, LumaShield, and all replacement parts and accessories) are not eligible for refunds, returns, or exchanges.

***NOTE:** Warranty Limitations apply to exchanges. If your product has been damaged, misused, or modified then it is not eligible for an exchange. See "Warranty Limitations" above for more information.

Return/Refund Information

LumaDent will accept returns for a refund within the 45-day trial period, except for shipping and any other service fees (prescription service, etc.). There are no returns or refunds issued for PPE products, including LumaShield and its accessories and ThermoScreen and its accessories.

*** Note:** Shipping is non-refundable.

**** Note:** Prescription service for Loupes is non-refundable.

***** Note:** Customer returning product is responsible for paying shipping.

Student Exclusive - Extended Warranty

At LumaDent, our goal is customer satisfaction. We understand that as students, your clinical success is dependent on having a quality product throughout your time in school. You've got a lot of work to do and you need the best tools for the job. This is why we have implemented an Extended Warranty for all students.

Warranty Information

Students can take advantage of our exclusive Extended Student Warranty, which covers you through your 4 years of dental school (or graduation, whichever comes first). LumaDent, Inc. warrants its products to be free from defects through limited service and/or replacement of defective parts.

We will service or replace any product found to be defective under the following terms:

Covered Items

- Telescopes/Ocular and adhesive
- Headlamp and Frames (temple arms, hinges, tip sleeves and nose piece)
- Mounts and Linkage Arms
- Battery pack and charger
- Wires and Cables

Limitations

- Breakage or failure due to tampering, misuse, neglect, accidents, dropping, modification.
- If the product is not used in accordance with the manufacturer's recommendations or instructions.
- If repaired or serviced by someone other than LumaDent.
- ANY adhesive applied to your product will void the warranty.
- Attempting to use a LumaDent headlamp with a 3rd party power supply.

- Submerging your product in water.
- Scratches or abrasions on the telescopes, lenses, or frame are considered normal wear and tear and are not covered.
- Using glutaraldehydes, iodophors, alcohol, bleach, CaviWipes™, or Autoclave/Chemiclave machines with any of our products will void the warranty.

Process

- Contact us to create a solutions ticket.
- Send equipment in for evaluation.
- LumaDent will evaluate and service your equipment (if serviceable).
- Equipment is returned to you.
- The sender is responsible for shipping costs to LumaDent, LumaDent covers shipping serviced product(s) back to the sender.

Service Information

- Deductible (non-serviceable)
- \$0 for any service (if serviceable)
- \$50 USD for replacement battery or headlamp (if non-serviceable)
- \$100 USD for replacement frame (frame only)

Note: Serviceability is determined by LumaDent after we have received and evaluated the equipment.