

LumaDent Student 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.