

RETURN & REFUND POLICY



THANK YOU for your purchase of a Hu-Friedy product. If you are not entirely satisfied with your purchase, we are here to help.

RETURNS

RETURN TO DEALER - Unused, unsterilized items in their original packaging* may be returned to your dealer for a full refund within 30 days of purchase.

Your return must be accompanied by a receipt, a packing slip or any other proof of purchase.

RETURN TO HU-FRIEDY - Unused, unsterilized items in their original packaging* may be returned to Hu-Friedy for a full refund within 30 days of purchase.

Your return must be accompanied by a receipt, a packing slip, or any other proof of purchase.

Once received, the item(s) will be inspected and, if approved, Hu-Friedy will initiate a refund through your dental dealer. If one or more item(s) is not approved for refund, Hu-Friedy will return the product to you at Hu-Friedy's expense.

REFUNDS

Once your item is received it will be inspected and if approved, your dealer partner will issue a refund.*

SHIPPING

You will be responsible for paying shipping costs for returning your item. Shipping costs are non-refundable.

If your returned item(s) is not approved for refund, your dealer partner or Hu-Friedy will send the product back to you.

CONTACT US

If you have any questions on how to return your item, contact Hu-Friedy Customer Care at (800) 483-7433.

All non-Hu-Friedy items will be returned at office expense. NOTE: Products with normal wear from usage are not eligible for refund.

*Made to Order items are not eligible for refund or exchange.

HU-FRIEDY GUARANTEE

Any Hu-Friedy product that fails as a result of material defect or poor workmanship will be repaired or replaced at no charge. Hu-Friedy cannot be responsible for the performance or replacement of any Hu-Friedy instrument that has been tampered with, modified, retipped, or refitted in any manner. See Hu-Friedy.com for full product warranty details.

Hu-Friedy

RETURN INFORMATION

| END USERS

FOR QUICK PROCESSING:

Call **Customer Care (800) 483-7433** for your Return Communication Number and enter it below.

#

PACKAGE:

- Please cushion the products to prevent damage during shipment.
- Signature-required shipment highly recommended.

SHIP:

Hu-Friedy Mfg. Co., LLC
ATTN: Returns
1666 E. Touhy Ave
Des Plaines, IL 60018

FOLLOW THE EASY STEPS BELOW

1. OFFICE INFORMATION

DOCTOR/OFFICE NAME _____
ADDRESS _____
CITY/STATE/ZIP _____
CONTACT NAME _____
TELEPHONE _____
EMAIL _____

2. BILLING INFORMATION

DEALER _____
BRANCH _____
CITY/STATE/ZIP _____
TELEPHONE _____

3. WAS THE PRODUCT PURCHASED DIRECTLY FROM HU-FRIEDY? YES NO

4. PROOF OF PURCHASE ENCLOSED: YES NO

(Acceptable proof of purchase: Invoice from Dental Dealer, Hu-Friedy packing slip, etc.)

5. WHAT ARE YOU RETURNING?

QUANTITY	HU-FRIEDY PRODUCT CODE	ADDITIONAL COMMENTS

6. RETURN REASON CODES

- a. Wrong quantity received
- b. Wrong merchandise received
- c. Product different from catalog
- d. Incorrect item ordered
- e. Incorrect quantity ordered
- f. Other

SIGNATURE _____ DATE _____