

RAYPLICKER

QUICKSHADE

2 YEAR WARRANTY AGAINST DEFECTS WITH 4 YEAR REPLACEMENT PLAN

A) GENERAL PROVISIONS

Premises:

Denterprise International, Inc. (DII) guarantees that Rayplicker-QuickShade (the product) is manufactured in conformity with existing FDA and State Regulations and that it provides all proper conditions of safety for the user.

Rayplicker-QuickShade comes with both a **24-month warranty against defects** and a **4-year replacement cost guaranty against Accidental Damage**.

Failure cannot be determined without extensive testing which may include opening of the handpiece shell. These tests can only be performed at DII or an authorized repair center which have sole competence and authority to perform the necessary diagnostics.

The Warranty effective date is the date of invoice.

Rayplicker-QuickShade Warranty Covers:

Defect(s): In general, defect(s) are caused by **manufacturing deficiencies**. Examples are camera, light or screen disfunction, firmware errors, charging base not charging, image transfer not occurring, etc.

In this case, a replacement unit will be provided under the provisions of this Plan.

Rayplicker-QuickShade Failure(s) Not Covered by Warranty:

Accidental Damage(s): In general, accidental damage is anything not defective but rather due to instances such as improper handling, use, drops/falls or storage after delivery.

The manufacturer's 24-month warranty against defects does not cover these damages. Coverage for these accidental damages, as well as theft and other occurrences, is usually available through your business insurance provider and is highly recommended.

Examples of exceptions to warranty:

- Failure to adhere to the care instructions or safety precautions provided in the user manual for the unit
- Any damage resulting from fire, water, lightning or other acts of God
- Falls, damage caused by negligence including drops on a hard surface
- Connection to an unapproved power supply, altering the power supply, or improper charging of the device
- Opening of assembly and any alterations thereto

The Replacement price under this plan will depend on the type and extent of the damage(s) and determine whether the unit is **repairable** and **non-repairable**.

- **Repairable:** Damage to the body with no permanent damage inside. Damage to a single repairable component inside. Your unit module will be tested and if the module is in reusable condition, a replacement body (and/or component) will be provided. The returned unit may be your original unit in a new shell or a like kind unit.
- **Non-Repairable:** Internal damage has occurred and is beyond repair, the unit is rendered useless.

B) WARRANTY/ RETURN MERCHANDISE AUTHORIZATION CLAIM PROCEDURE

1. TROUBLESHOOT

If unable to scan, please contact the vendor whom the unit was purchased from to initiate the troubleshooting process. A certified technician will troubleshoot via phone and/or remote access to determine if the hardware is faulty or if it is another component of your system like power supply, software configuration, or possible user error.

2. RETURN MERCHANDISE AUTHORIZATION

Once it has been determined that the Rayplicker-QuickShade is the cause of the issue, a Return Merchandise Authorization (RMA) will be issued to have the unit sent in for further evaluation.

***NOTE:** Any products received without an RMA are subject to be denied and returned as is.

- a. **In warranty:** A UPS pickup will be issued and sent via email
- b. **Out of Warranty:** DII is not responsible for shipment of out of warranty products. Be sure to obtain your tracking information. A UPS pickup can be provided for a fee.

3. TECHNICAL EVALUATION

The evaluation of the Rayplicker-QuickShade will be performed by a certified technician who will determine the extent of the issue at hand.

- a. **Defective** under the Manufacturer's warranty, the unit will be replaced free of charge. Return shipping charges may apply.
- b. **Abuse or accidental damage** has occurred, you can then exercise your option to use the replacement plan to either repair or purchase a new unit or worse case, abandon the unit.

4. RENTAL (OPTIONAL)

To avoid down time and in case an emergency, a rental program is available. If required, a unit can be rented for up to **30 days for a \$500 rental fee** and a \$10,000 hold on a credit card per the rental agreement that is required to be completed and signed.

NOTE: A loaner unit will be provided free of charge for any failure within 90 days of purchase.

After that date,

- a. The rental unit is sent via UPS Next Day Air
 - a.1: **Deemed Defective** of which the unit is covered under the manufacturer's warranty and a free replacement granted, the **rental fee is to be refunded.**

a.2: **Deemed as abuse or accidental damage** of which can then exercise option to use the replacement plan to purchase a new unit or keep and purchase the rental unit. The rental fee is nonrefundable.

a.3: If decline to repair or replace the unit once determined “out of warranty claim”, the rental unit is to be returned within 5 business days of being notified of the results. If it is not returned within the allotted time the credit card hold agreed upon at the time of the rental will be captured and card will be charged.

C) REPLACEMENT COST

1. DURING INITIAL 24 MONTH WARRANTY

a. **Covered against Defects**

b. Coverage against Accidental Damages: the unit will either be repaired, or a replacement unit will be available at a reduced cost:

Scenario		Years 1-2
Repairable Damage	Repair Charge	Ask for Quote
Non-Repairable Damage (unit destroyed)	New Unit at Discount	40% off MSRP

2. DURING YEARS 2-3 OF OWNERSHIP

a. Coverage against Accidental Damage Only: See 2.1-bii and 2.2-bii above, we will either repair your unit or a replacement unit will be available at reduced cost:

Scenario		Year 3	Year 4
Repairable Damage	Repair Charge	Ask for Quote	Ask for Quote
Non-Repairable Damage (unit destroyed)	New Unit at Discount	30% off MSRP	20% off MSRP

D) WARRANTY ACTIVATION

This warranty is activated at the time of purchase:

1. **End User Customer acknowledges and accepts warranty at time of purchase.**

E) OTHER PROVISIONS

1. If the product is exchanged during the initial warranty period, the applicable new warranty for the replacement is a **residual** warranty. For example, if your original Rayclicker-QuickShade fails at 18 months; the residual warranty for the replacement will be 6 months under the initial warranty.
2. New unit(s) purchased under the replacement plan will come with a 24-month warranty against defects.
3. Repaired units: Warranty is residual warranty if repair is performed during initial warranty period or 6 months after that.
4. All other provisions of this warranty remain in effect. Under no circumstance will the plan extend beyond 4-1/2 years.
5. New unit means like kind unit of defective unit; if that model is no longer available, then the latest model will be offered.
6. Warranty is transferrable within the Initial Warranty Period only.

The logo for RAYCLICKER QUICKSHADE. The word "RAYCLICKER" is in a large, bold, sans-serif font. Below it is a horizontal blue line. Underneath the line, the word "QUICKSHADE" is written in a smaller, all-caps, sans-serif font, with "SHADE" in blue and "QUICK" in grey.