

American Eagle Instrument's Customer Satisfaction Guarantee

Our unconditional guarantee to our customers is a promise of their complete satisfaction.

This means that within the first thirty (30) days of using their new instrument if the customer is not completely satisfied, we ask them to contact our Customer Service department, obtain a return authorization number, send the item with a copy of the invoice to American Eagle Instruments, and we will issue credit or provide a replacement.

We do this because American Eagle Instruments firmly believes we deliver "Better Dentistry by Design"®

American Eagle Instrument's Limited Lifetime Warranty

Except as otherwise noted, American Eagle Instruments offers a lifetime warranty against defects in materials and workmanship, and will, at our option, repair or replace any product that fails as a result of any such defect.

Each class of instrument has a life expectancy based on its intended use. Due to various contributing factors which could expedite or prolong the effective life of an instrument it is only reasonable to determine an average life expectancy as documented in the attached table

Instrument Life Expectancy (with normal use)	Instrument Category
6 Months	Scalers, Curettes
2 Years	Explorers, Carriers, Spreaders, Endo Pluggers, Rubber Dam Clamps, Perio Knives, Gold Knife
4 Years	Probes, Carvers, Excavators, Amalgam Carriers, Mirrors, Surgical Curettes, Cavity Prep, Scissors, Crown & Bridge Scissors
7 Years	Pluggers, Burnishers, Waxing Instruments, Elevator, Bone Chisels, Bone Files, Needle Holders, Plastic Filling Instruments, Hemostats, Tissue Pliers, Dressing Pliers
10+ Years	Forceps, Rongeurs, Ortho Pliers, Spatulas, Rubber Dam Forceps, Rubber Dam Punch

If within the average life expectancy of an instrument our customer experiences corrosion, breakage, or joint failure American Eagle Instruments will, at its discretion, replace, repair, or credit the full value of that instrument to the original owner with proof of purchase.

Instruments:

- with indications of wear from prescribed, typical use,
- which have been modified,
- subjected to improper or poor sharpening methods,
- subjected to improper maintenance or unapproved cleaning methods or solutions

...are not considered defective and will only be replaced pending the results of subsequent analysis and at the sole discretion of American Eagle Instruments.

ATTENTION: Do not expose resin handles to solutions containing phenols, gluteraldehydes, iodophors, dry heat, or chemical vapor sterilization. Always follow the manufacturer's recommendations for your cleaning and sterilization systems.

A list of approved cleaning solutions and the instructions for proper care and maintenance for the XP line of instruments are available at our website, www.am-eagle.com.