

VITA warranty and consumer protection laws

If your device shows a defect or does not comply with the purchase agreement, you can submit a claim under the consumer protection laws in your country or the VITA warranty.

What is included in the VITA warranty?

VITA Zahnfabrik H. Rauter GmbH & Co. KG guarantees that the dental furnace or shade determination device bearing the VITA trademark and the accessories contained in the original packaging and bearing the VITA trademark are free of defects in material and workmanship if used according to the VITA user manuals. The warranty applies for 24 months from the purchase date by the end user. According to the VITA warranty, you can also file claims against VITA if you have acquired the VITA device from a third party. The most important factor is the date of purchase between the purchaser and the seller. A warranty for the heating elements of the VITA ZYRCOMAT is provided for 12-months from the purchase date by the end user.

The VITA warranty goes into effect provided that the device is registered online.

What is not included in the VITA warranty?

The VITA warranty does not cover the following:

- a) Wearing parts and consumables such as the firing base, press-firing base, press shims, sintering trays and beads, firing support / firing trays, status indicator (bar light), noise dampeners, anti-infection covers, side cover panels, pliers, tweezers, pins and firing pad.
- b) Damage due to accidents, improper use, fire, earthquake or other external causes.
- c) Damage due to the improper use of the VITA product according to the user manual, technical data or published guidelines of the VITA product.
- d) The warranty is void if repairs or interventions are carried out by persons who have not been expressly authorized by VITA.
- e) VITA products where changes have been made without the written consent of VITA.
- f) If the device has been provided with additional parts or accessories that are not approved for it.
- g) Warranty services can only be performed if the device is sent to us securely packed for shipment.
- h) Further or additional claims, particularly claims for compensation for property damage or financial loss arising outside of the device, are not part of VITA's guarantee and are therefore excluded. Our terms and conditions also apply.

How does VITA proceed in the event of warranty claims?

If, during the warranty period, you file a claim against VITA under this warranty, VITA may, at its discretion:

- a) repair the VITA product with new parts or parts that correspond to new parts in performance and operability, or
- b) replace the VITA product with the same model (or, with your consent, with a similar product) consisting of new and/or previously used parts that are like new in terms of performance and functionality, or
- c) refund the purchase price upon return of the VITA product and
- d) make a loaner device available which corresponds to the purchased VITA product in function and performance.

If a product or part has been replaced or the purchase price has been refunded, the replacement item becomes your property. The item which was exchanged or refunded, becomes the property of VITA.



Replacement parts, replacement products or repaired VITA products are subject to the remaining warranty period for the original VITA product.

How can I make use of the VITA warranty?

The VITA warranty can be accessed by calling the VITA warranty services team or by calling your dealer.

General

The VITA warranty does not affect or limit the legal rights of the purchaser. In case of conflict with the legal regulations, the legal provisions shall apply.

No dealers, representatives or employees are permitted to alter the conditions of this warranty, to expand them or to add additional conditions.

If any provision of this warranty is ineffective or unenforceable, the validity of the remaining provisions shall remain unaffected.

This warranty is subject to the law of the Federal Republic of Germany.

VITA