

# Warranty Policy

## CARIFREE CONSUMABLES PAST EXPIRATION DATE

All CariFree consumable products have affixed to them expiration dates. CariFree consumable products will be shipped with a maximum to a minimum number of months remaining until expiration.

PRODUCT	MAX MONTHS	MIN MONTHS
CariScreen Testing Swabs	12	1
CariFree Treatment and Maintenance Products	18	1
CariFree Fluoride Varnish	24	1
Xyli-Tots Products	18	1

Oral BioTech will provide a full 100% warranty credit against any future purchases for any CariFree consumable products that were purchased with less than 90 days of service remaining. In this case, Oral BioTech is responsible for return shipping.

Upon approval, a credit memo will be issued for the full 100% cost of the CariFree consumable products being returned due to expiring dates. This credit may be used as payment against future purchases.

## CARIFREE DEFECTIVE CONSUMABLES

Any defective CariFree consumable product with expiration time remaining when purchased will be replaced. If the customer feels that the product is defective and wishes to send it back **contact Oral BioTech to receive a Return Goods Authorization Number and return shipping information.**

If after investigation the product is found to be defective, shipping and product cost will then be credited back to the customer's account. If the product is found not to be defective, it will be shipped back to customer for further use.

## CARIFREE DEFECTIVE HARDWARE

If the CariScreen Meter becomes defective within 1 year of purchase, the unit can be returned for replacement or repair at no charge. To return the product, **contact Oral BioTech to receive a Return Goods Authorization Number** and a CariScreen Meter will be loaned for use while the defective unit is being investigated.

Upon receipt of the defective unit, Oral BioTech will determine if the unit needs to be replaced or if a simple repair is required. If the product is found not to be defective, it will be shipped back to the customer for further use.

Once replacement product is received, the loaned equipment must be returned to Oral BioTech within 30 days. If the loaned CariScreen Meter is not returned within the time allowed, or if the loaned equipment is found to be damaged due to improper use, handling, or shipment, Oral BioTech will issue a non-refundable charge of \$1,795.00 for the loaned equipment.

## RETURNS

**Please contact Oral BioTech at 866.928.4445 to receive your Return Goods Authorization Number, which must be displayed on the outside of the return package.**