

## **LECOM HANDPIECE REPAIR POLICY**

**All student owned handpieces that are supplied by Kavo Dental Technologies, LLC include a four year warranty.**

**Any handpiece not functioning properly should be returned to KaVo Dental for repair. Students can call 888-275-5286 to request a KaVo Handpiece Repair Box. The handpiece repair box includes a pre-paid FedEx label and repair form. Students will complete the repair form and contact FedEx for the package pickup.**

**Repairs should be sent to:**

**Kavo Repair Department  
11729 Fruehauf Drive  
Charlotte, NC 28273  
Phone: 888-275-5286**

**A note of explanation on what the problem is would be helpful in resolving the issue. School Loaner handpieces are available at the school for students while their handpieces are being repaired. See LECOM staff for availability. Once repaired, the handpiece will be returned to the sender postage paid.**

**As all Kavo handpieces are serialized, the warranty period will dictate if the repair is covered under warranty. If a charge is incurred KaVo will create an Estimate. KaVo will bill the students. Payment will be made by credit card.**

**Warranty is valid from date of student purchase and covers against defective workmanship and materials under normal procedures. This policy will be reviewed annually and is subject to change.**

*Inspiring best practices*