

WARRANTY INFORMATION

All DCI Edge equipment purchased on or after February 20, 2025, that is sold through, installed, and serviced by authorized DCI Edge dealers are guaranteed to be free from defects in workmanship and materials for ten years from the date of purchase

During that period, DCI Edge will provide replacement parts at no charge. DCI Edge will not be responsible for dealer or service company labor charges or shipping charges to the DCI Edge factory.

Upholstery is warrantied for five years from the date of purchase. Tubings carry one-year warranty.

This guarantee does not cover damage from normal wear/tear, unintended use, and contact with non-recommended materials.

OEM ancillary devices installed by DCI Edge will follow the original manufacturer's warranty and are not covered by DCI Edge's warranty.

*We reserve the right to make modifications of parts without the need for prior notification.

*Service parts are not covered under this warranty.

FREIGHT DAMAGE

This guarantee does not cover damage resulting from improper installation, misuse, or accidents incurred in shipping and handling. All claims against the freight carrier must be initiated at the time the damaged items are received. The claim is the responsibility of the customer.

WARRANTY EXCLUSIONS

DCI is not responsible for any repair or replacement that is required as a direct result of:

- Damage caused by neglect, flooding, fire or any other improper use
- Normal wear and tear
- Failure to properly maintain the equipment in accordance with DCI's approved cleaning agents, maintenance schedules and service instructions
- Repairs using methods that have not been approved by DCI
- Failure to use genuine DCI parts

ORDERING INFORMATION

When ordering, please include the following information:

- **DCI requires Doctor or Clinic Name, address, email address and phone number before PO will be accepted.**
- Model and/or Part Number
- Description/Color
- Quantity
- Date Required
- Purchase Order Number
- Shipping Instructions

All prices quoted herein are in US dollars and are subject to change without notice. All prices listed in this catalog are suggested retail prices.

CUSTOMS

When ordering from DCI, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods. Contact your local customs office for further information, as customs policies vary from country to country.

TERMS

Net 30 days on approved accounts; Visa, Mastercard or American Express can be used until credit is approved.

RETURNED GOODS

Items must be in original condition to be eligible for return; no credit will be issued on used, installed, damaged or incomplete returns (no partial packages). Custom equipment, custom cabinets, custom colors, obsolete and discontinued items will not be accepted for credit.

Returns will not be accepted outside of one year from the original invoice date. 15% Restocking fee will be applied on overstock Equipment returns.