

## **MCS Handpiece Ltd's Company Policy**

### **New Handpiece & Accessory Sales.**

**MCS Handpiece Ltd.** May give a Limited Warranty with the following Sales:

- **Highspeed Handpiece Sales: MCS Handpiece Ltd.** will give a 1 Year on Highspeed Handpiece Sale, depending on Make, Model and Manufacturer of the **Highspeed Handpiece being Sold**. Warranties start on the Shipping Date, and end at the date stated on the Sale Invoice. **This Warranty is Time Dependant Only.**
- **Low Speed or Slow Speed Handpiece Sales: MCS Handpiece Ltd.** will give a 6 Month on Low Speed or Slow Speed Handpiece Sale, depending on Make, Model and Manufacturer of the **Low Speed or Slow Speed Handpiece being Sold**. Warranties start on the Shipping Date, and end at the date stated on the Sale Invoice. **This Warranty is Time Dependant Only.**
- **Reconditioned Handpiece Sales: MCS Handpiece Ltd.** will give a 6 Month on Reconditioned Handpiece Sale, depending on Make, Model and Manufacturer of the **Reconditioned Handpiece being Sold**. Warranties start on the Shipping Date, and end at the date stated on the Sale Invoice. **This Warranty is Time Dependant Only.**
- **Discontinued Handpiece Sales: MCS Handpiece Ltd.** will give a Either a 1 Year or 6 Month on Discontinued Handpiece Sale, depending on Make, Model and Manufacturer of the **Discontinued Handpiece being Sold**. Warranties start on the Shipping Date, and end at the date stated on the Sale Invoice. **This Warranty is Time Dependant Only.**
- **LED/Xenon Bulb Sales: MCS Handpiece Ltd.** Will Not give any warranty for LED/Xenon Bulb purchase.
- **Lubrication Tips, Bur Tools, Chuck Brushes, Oiler Pens, & Lubricant Sales: MCS Handpiece Ltd.** Will Not give any warranty for Lubrication Tips, Bur Tools, Chuck Brushes, Oiler Pens, & Lubricant purchase.

### **MCS Handpiece Ltd. Return Policy:**

- **Highspeed Handpiece Sales: MCS Handpiece Ltd.** May accept Highspeed Handpiece Sale Return will only be accepted if the **Highspeed Handpiece Sale is returned with in 30 days from Date of Invoice, handpiece is in original purchase box, must be in Brand New Condition.** If Accepted, payment will be returned with in **14 Business Days** to the Purchase Account.

- **Low Speed or Slow Speed Handpiece Sales: MCS Handpiece Ltd. May accept Low Speed or Slow Speed Handpiece Sale Return will only be accepted if the Low Speed or Slow Speed Handpiece Sale is returned with in 30 days from Date of Invoice, handpiece is in original purchase box, must be in Brand New Condition. If Accepted, payment will be returned with in 14 Business Days to the Purchase Account**
- **Reconditioned Handpiece Sales: MCS Handpiece Ltd. . Will Not Reconditioned Handpiece Sale Returns. All Sales Are Final.**
- **Discontinued Handpiece Sales: MCS Handpiece Ltd. Will Not Discontinued Handpiece Sales Returns. All Sales Are Final.**
- **LED/Xenon Bulb Sales: MCS Handpiece Ltd. Will Not Accept LED/Xenon Bulb Sales Returns. All Sales Are Final.**
- **Lubrication Tips, Bur Tools, Chuck Brushes, Oiler Pens, & Lubricant Sales: MCS Handpiece Ltd. Will Not Accept Lubrication Tips, Bur Tools, Chuck Brushes, Oiler Pens, & Lubricant Sales Returns. All Sales Are Final.**

### **Shipping Handpiece Repairs, Handpiece & Accessory Sales.**

**MCS Handpiece Ltd will pay one way shipping and MCS Handpiece Ltd.'s customers will pay other way shipping unless fee is waived by MCS Handpiece Ltd.**

- **MCS Handpiece Ltd will not pay for any shipments to MCS Handpiece Ltd on customers account.**
- **If the handpiece repair is under warranty, shipping costs will applied to warranty repairs.**
- **If the handpiece is "operating normal" or a request for the handpiece to be returned unrepaired, return shipping charges apply to return requests.**
- **More information about MCS Handpiece Ltd.'s Shipping Program & Policy is available upon request.**
- **Shipping price subject to change without notice.**

### **Handpieces Repair Assessments.**

**When MCS Handpiece Ltd receives a handpiece from it's customers', MCS Handpiece Ltd's employee will check the serial number on the handpiece against the serial number given on the MCS Handpiece Ltd's repair form. If there is a discrepancy between serial numbers, the serial number on the handpiece will be taken as correct. Only the correct handpiece serial number will be recorded on the customers invoice and history.**

When **MCS Handpiece Ltd** receives a **high speed handpiece** for repair, the **high speed handpiece** goes through several tests.

- **MCS Handpiece Ltd's Technician** will test the full functionality of the high speed handpiece. While running the high speed handpiece, **MCS Handpiece Ltd's Technician** can test all the components.
  - A wobbling bur or Low Torque indicates failing bearings and a bearing rebuild may be needed.
  - Bur slippage indicates failure of the chuck mechanism. A new turbine/cartridge may be needed.
    - **Turbine** – consists of a chuck mechanism, impeller, and high speed bearings. A turbine is the inner workings of a high speed handpiece that can be rebuilt. **The bearings can be removed and replaced with brand new high speed bearings.**
    - **Cartridge** – consists of a chuck mechanism, impeller and high speed bearings. **A cartridge is either encased in a steel housing that cannot be taken apart, or the bearings and the chuck mechanism are a one piece unit. A cartridge is non-rebuildable.** The bearings cannot be removed and replacement of the whole cartridge is the only solution to bearing failure.
  - Stuck burs may indicate that the chuck mechanism is clogged with debris. This can also indicate that the handpiece needs extra lubrication. Clean & Lubricate Service may be required.
  - In some cases, **MCS Handpiece Ltd's Technician** may suggest to purchase a new high speed handpiece, as the repair cost would exceed the cost of a brand new high speed handpiece.
- **MCS Handpiece Ltd's Technician** will test the quality of pull on the check mechanism using a chuck puller. A well working chuck mechanism can pull 5 lbs or more of pull. If it is less, a new chuck or turbine may be required and a quote will be provided.
- **MCS Handpiece Ltd's Technician** will test the bearing rotation by running the high speed handpiece at different PSI levels. The rough sound of the bearing rotation and the slow speed of the bur are all indications of a failing bearing. You may be quoted for a bearing rebuild.
- **MCS Handpiece Ltd's Technician** will test the water spray output by running the water line. If there is insufficient water output, you may be quoted a water line cleaning.
- **MCS Handpiece Ltd's Technician** will test the full function of the high speed handpiece. While running the high speed handpiece, dirt and debris may be exiting the chuck mechanism, or air and water lines, or at the back of the handpiece. This is a good indication that the handpiece has debris collected in the high speed handpiece. You may be quoted for a clean and lubricate handpiece.

- If the high speed handpiece passes all the tests listed above. **MCS Handpiece Ltd** will let the customer know the findings and will send back the high speed handpiece as “operating normal”
- **All high speed handpieces will not be taken apart when being assessed.** If a high speed handpiece is taken apart, there is risk of further damage to the high speed handpiece. **MCS Handpiece Ltd** will ask for the approval of the quote before the high speed handpiece is taken apart for repair.
  - In some cases, after the high speed handpiece is taken apart, **MCS Handpiece Ltd.’s Technician** may come across other underlying issues that need to be addressed for the high speed handpiece to work and function properly. **MCS Handpiece Ltd** will review the quote given to cover the newly found underlying issue and wait for the quote to be approved before work on the high speed handpiece can be done.

When **MCS Handpiece Ltd** receives a **low speed handpiece** for repair.

- **MCS Handpiece Ltd.’s Technician** will test the full function of a low speed handpiece.
- **MCS Handpiece Ltd.’s Technician** may need to disassemble the low speed handpiece to inspect the drive shaft, cartridge and other components. Your quote will be based on what components needed to be replaced for full functionality of the low speed handpiece.
  - In some cases, **MCS Handpiece Ltd’s Technician** may suggest the purchase of a new low speed handpiece, as the repair cost would exceed the cost of a brand new low speed handpiece.

When **MCS Handpiece Ltd** receives a **slow speed electric handpiece** for repair.

- **MCS Handpiece Ltd’s Technician** will test the full function of a slow speed electric handpiece.
- **MCS Handpiece Ltd’s Technician** may need to disassemble the slow speed air motor to inspect the blades, springs and other components. Your quote will be based on what components needed to be replaced for full functionality of the slow speed electric handpiece.
  - In some cases, **MCS Handpiece Ltd’s Technician** may suggest the purchase of a new slow speed electric handpiece, as the repair cost would exceed the cost of a brand new slow speed electric handpiece.

When **MCS Handpiece Ltd** receives a **low speed air motor** for repair.

- **MCS Handpiece Ltd’s Technician** will run the slow speed air motor to test the full function.
- **MCS Handpiece Ltd’s Technician** may need to disassemble the slow speed air motor to inspect the blades, springs and other components. Your quote will be based on what components needed to be replaced for full functionality of the slow speed air motor.
  - In some cases, **MCS Handpiece Ltd’s Technician** may suggest the purchase of a new low speed air motor, as the repair cost would exceed the cost of a brand new low speed air motor.

## Handpiece Repairs Quotes.

**MCS Handpiece Ltd** requires a contact, that has the **authority to approve repairs**, to be written on **MCS Handpiece Ltd's** repair form. This contact will be asked for when **MCS Handpiece Ltd** calls to have a handpiece repair quote approved.

**MCS Handpiece Ltd** will call customers with a repair quote if the Handpiece Repair Form is either **A**: the box for call with an estimate is checked, **B**: No box is checked off.

Repair pricing subject to change without notice.

When **MCS Handpiece Ltd** receives a **handpiece in for repair**, however never receives communication from the Customer.

- **MCS Handpiece Ltd.'s** will contact the **Customer** at least once a month by the means of:
  - Telephone call, leaving a message when prompt; received from the "**MCS Handpiece Ltd.'s Repair Order Form**".
  - Emailing the quote to the **Customer** to the email the customer provided on the "**MCS Handpiece Ltd.'s Repair Order Form**".
  - Texting the Customer, to the cell number that the **Customer** provided on the "**MCS Handpiece Ltd.'s Repair Order Form**".
- If **MCS Handpiece Ltd.'s** does not receive an communication with the **Customer** within 6 Months from when the Handpiece has been logged, the handpiece will be sent back, unrepared, at the **Customer's** expense.
- **MCS Handpiece Ltd.** Keeps communication logs of all calls made to the **Customer** including dates and times called.
- **MCS Handpiece Ltd.** Keeps all email communication of all email correspondence between it's self and the **Customer**.

## Invoicing & Payment.

**MCS Handpiece Ltd** will ask for a credit card payment of the full repair amount when quote is given to the customer, if the amount is close to or more than \$1,000 prior to repairing. A credit card receipt will be given along with the customers handpiece repair.

**MCS Handpiece Ltd** will itemize each charge on customers invoice.

Each Charge can or will include:

- Date Received, by what shipping company
- Handpiece make, model, serial number
- Description of repair, charge of the repair
- Warranty expiration dates
- Shipping charges (if applicable)

- Any other Promotions at the time of invoice
- Any other notes regarding handpiece repairs, maintenance of handpiece, ext...

**MCS Handpiece Ltd gives 30 day net terms to customers unless otherwise stated on invoice.**

**MCS Handpiece Ltd will send out statements on a bi-weekly basis, on overdue accounts past the Due Date shown on Invoice.**

- if invoice payments have not yet been received by **MCS Handpiece Ltd on or before Due Date shown on invoice**, a statement will be sent to the shipping address on the account.
- If invoice payments have been received by **MCS Handpiece Ltd before Due Date shown on Invoice**, no statement will be issued.

**MCS Handpiece Ltd's customers who have credit cards on file, will have their credit card charged at the time handpiece repairs are invoiced. A paid invoice, a copy of the credit card receipt and a MCS Handpiece Ltd receipt will be sent back with the handpiece repair or sale.**

**MCS Handpiece Ltd accepts Visa, MasterCard, eTransfers and Cheques.**

- Cheques are to be made payable to "**MCS Handpiece Ltd**".
- PayPal can be used for payment for the Exact Amount shown on Invoice.
  - Please use [info@mcshandpiece.com](mailto:info@mcshandpiece.com) to send payment with PayPal.
  - State Account name & Invoice # in message for all PayPal Payments
  - **MCS Handpiece Ltd. Is not responsible for any processing fees accrued at time of payment.**
- eTransfers can be made for the **Exact Amount shown on Invoice.**
  - Please use [info@mcshandpiece.com](mailto:info@mcshandpiece.com) to send all eTransfers.
  - **MCS Handpiece Ltd. Is not responsible for any processing fees accrued at time of payment.**
  - State Account name & Invoice # in message for all eTransfers.
- **MCS Handpiece Ltd does not accept American Express, Discover Card or any other US Credit Card.**
  - **MCS Handpiece Ltd does require the CVV2 (card verification value code) on the back of all major credit cards. A CVV2 is terms for a security feature for "card not present" payment card transactions instituted to reduce the incidence of credit card fraud. If the customer is not willing to provide this number, MCS Handpiece Ltd will not complete the payment. Other payment options are available.**

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Once payment is made to **MCS Handpiece Ltd**, the customer has the choice to receive a **MCS Handpiece Ltd** receipt, and credit card receipt (if applicable) by email, fax, mail or with the returned handpiece repair.

**Definitions:**

- **MCS Handpiece Ltd.** Is referred to the company whom Customers send in their Handpiece for repair.
- **MCS Handpiece Ltd.'s Repair Technician, Technician** is referring the technician who repairs and services Doctor, Certified Dental Assistant, Office Manager, Dental Office handpiece.
- **“Customer”** is referring to a Doctor, Certified Dental Assistant, Office Manager, Dental Office, or other role that is played.