

# **OWANDY INC SENSOR POLICY form** [REV.1 3-31-17]

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# OWANDY INC SENSOR POLICY form [REV.1 3-31-17]

## 1. OWANDY INC SENSOR POLICY

**1.1 All INTRAORAL SENSORS** must return to Owandy Inc for inspection and testing before shipment of a replacement or issuing of a credit. Please ship goods in secure packaging to avoid shipping damage. It is HIGHLY recommended you include pictures of digital sensors before shipment in case of shipping damage. Owandy does not warranty replacements for cracking of the shell or visible damage to the cable, even if still under the warranty period. We recommend insuring the package with your carrier in case of loss or damage. Owandy Inc is not responsible for damage during the shipping process. Owandy sensors replaced under warranty conditions are prorated and recognize the warranty date of the original sensor.

**1.2 SENSOR REPAIRS OUT OF WARRANTY CONDITION** Repairs are performed in Italy. In this case, the sensor must return to Owandy Inc under the same above conditions. Once the sensor is returned to Owandy Inc and inspected, we will quote international shipment to the dealer or end user (if direct sale). We must receive a PO for the export (if dealer), or prepayment by credit card (if end user). The shipping costs are not refundable if the sensor is found not repairable by the factory. Once one way shipment is paid, the sensor will then immediately ship to the repair location – ETA is based on the rate selected. Once the sensor is received and put into testing, the factory will determine repair eligibility and repair costs. We will then provide this final quote to the dealer or end user. With the approval of the dealer or end user, factory will start repairs and notify Owandy Inc immediately when the sensor repair is completed and ready to ship back to Connecticut. Before the repaired sensor can be returned, Owandy Inc must receive a PO (if dealer) or prepayment (end user) for the return shipment plus repair total. Turnaround from the time Owandy Inc USA receives the damaged sensor to the time the end user receives the repaired sensor is usually 35-50 day pending customs clearance. Repaired sensors carry a prorated 1 year warranty.

Owandy Inc is able to provide repair quotes based upon operational ability and condition of the sensor. This determination of repair eligibility or components requiring replacement is not final. The final assessment and quote is always administered by the factory via a complete in-factory fault check. Though Owandy Inc tends to provide our repair quotes (cable vs shell) as standard, these quotes are given on a case by case basis and rates are subject to increase without further notice in advance of any given quote.

**1.3 REFURBISHED SENSORS** Owandy Inc is now able to provide already repaired / refurbished sensors in exchange for the sensor in question. The refurbished sensor is to be offered in the same model / size of the returned sensor. This offer is made in order to avoid the lengthy repair process. These sensors carry a 6 month, non-prorated warranty. The quote of the replacement is based upon the functionality and condition of the returned sensor. This offer is subject to availability. Prepayment (end user) or PO (dealer) is required. Inquire with Owandy Inc for more information.

### 1.4 LOANERS

Owandy does not offer loaner sensors at this time. If you have a dealer, please contact them for availability.

I have read and understand the policy above

Title \_\_\_\_\_

Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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## 2. FAQ

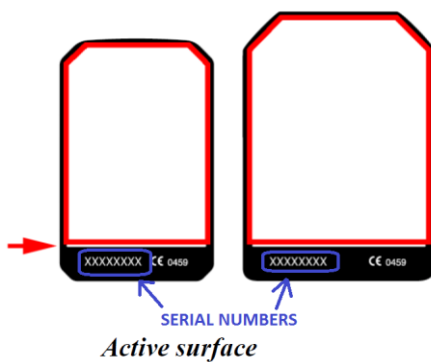
### 2.1 GENERAL

**Q: What is the first step if I have an issue with my sensor?**

A: If you purchased the product from a dealer, you must first contact them. If you purchased direct from the manufacturer, please call 203-745-0575 to be connected with a service technician. They will determine on a remote basis if the sensor should return to us for evaluation. If return is suggested, you will read section 1 here with your Ticket number and return it to us. Please provide tracking information in advance of the shipment of the sensor to us.

**Q: Where can I find the serial number to my product?**

A: Serial numbers are always accompanied by [s/n]. If the product is direct USB to PC, you will find the number on the sensor receptor (as seen below left). If the sensor plugs into a box, which then plugs into the PC, the serial number will be found on the metal connector at the end of the sensor cable (below right).



**Q: Where should I return my product if I want it evaluated for exchange/refurb/repair?**

A: You MUST contact your dealer first if you have one. If they cannot offer you an option directly, they will have you fill out the appropriate paperwork with them and go over their policy. They will then instruct you to use the below address for return to the manufacturer's US HQ. The rest of the process will be between dealer and manufacturer. If you purchased directly from the manufacturer, please contact a support technician at 203-745-0575 or through our service hub for assistance or updates.

Owandy Inc  
199 Park Road Ext., Suite 107  
Middlebury, CT 06762 USA  
Attn: RGA Department  
Reference: Ticket Number  
Phone: 203-745-0575

**Q: Am I required to sign anything in writing?**

A: If you have a dealer, they will provide you the necessary policy and information. If you purchased directly from the manufacturer, or your dealer cannot assist you, you must read and sign at the bottom of section one of this document. If this document is not returned signed, we cannot proceed with the request. Please also include a copy of section 1 in the box when returning the sensor.

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## **2.2 COVERAGE UNDER WARRANTY**

### **Q: How do I determine if my sensor is under the warranty period or not?**

A: Warranty from the manufacturer to the dealer (or end user if purchased direct from manufacturer) is 2 years PRORATED from the date of shipment of the original sensor. If you purchased from a dealer, they will have provided you their own warranty policy, which may differ from the manufacturer-to-dealer warranty above

### **Q: How do I determine if my sensor is covered under warranty or not?**

A: Sensors covered under warranty will have no cracks to the shell and no visible damage to the cable. They will be within the 2 year period as state above or within the period provided by your dealer. For assistance, contact a representative who you purchased the product from or observe the original invoice for more information.

### **Q: How can I request a warranty replacement for my sensor?**

A: Contact the company from which you provided payment for the sensor. They will assist remotely in order to verify the sensor should be returned. If the sensor may require replacement, you will then be provided a Ticket number on behalf of the manufacturer and instructions for return so the sensor can be tested and evaluated for approval of warranty.

### **Q: Who is responsible for shipping cost?**

A: Any shipment to the manufacturer's US HQ will come at the expense of the dealer or end user (if purchased direct). Any replacement (or return in the case a denied claim of warranty) will be paid by the manufacturer USA HQ by FedEx standard rate. If expedited return is requested, the difference in the rate must be prepaid.

### **Q: What is the warranty of my sensor if replaced under warranty?**

A: OWANDY PRORATES their sensors. So if sensor s/n 123 is replace by s/n 345, then 345 has the same original date of warranty expiration as did the first sensor.

### **Q: What is a prorated warranty?**

A: In this case, any sensors that replace the original sensor under warranty exchange observe the date of warranty expiration of the first sensor sold.

## **2.3 OUT OF WARRANTY REPAIR**

### **Q: How can I determine if my sensor is out of warranty?**

A: Your sensor is out of warranty to the manufacturer if the sensor is past two years from date of shipment of the original sensor, or if there are cracks in the shell or visible damage to the cable.

### **Q: How long does the repair process take?**

A: From the time the manufacturer USA HQ receives the sensor, to the time it returns to end user can be anywhere from 35-50 days pending customs clearance. It usually falls on the 35 day range, but due to potential holds in the international customs clearance process, we must give a larger window.

### **Q: Why does it take this amount of time?**

A: The time is dependent upon many factors, such as prompt payment for the shipping costs, international customs, and how busy the repair location is.

### **Q: Who determines if my sensor is repairable? How do they determine this and when?**

A: Manufacturer USA HQ in Connecticut performs general testing, confirmation of symptoms, and physical inspection of the condition of the sensor. If the fault is evident, cracked shell or damaged cable, we can most often assess based on these factors. However, in order to determine exactly the fault and offer a final repair price, the sensor must return overseas to the repair location in Italy, where the sensor shell can be opened properly by a repair technician and diagnostics and fault check performed. Once this is done, the USA HQ will then contact the dealer or end user (if direct) to get approval for the final repair costs.

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**Q: Is there a possibility my sensor cannot be repaired?**

A: Yes. Any sensor, usually non-responsive sensors, may not be eligible for repair once opened up and inspected. In this case, we can return the sensor to you at your cost or you can contact your salesperson for a quote on new product.

**Q: If my sensor cannot be repaired, am I refunded the shipping costs?**

A: No. Shipping costs for sensor shipped for repair are NON-REFUNDABLE.

**Q: Are watermarks on the sensor image repairable?**

A: Watermarks are NOT repairable. Any sensor submitted for repair with a watermark will have the same marking once returned. A repair of a sensor with watermarking is not recommended in order to properly diagnose.

**Q: Why does my repaired sensor have a new serial number?**

A: All repaired sensors are recertified and provided with a new serial number

**Q: How is the shipping quote generated?**

A: Shipping quotes are generated using our FedEx account, via a Economy rate and with a assigned value for customs purposes only.

**Q: Why must I ship my sensor to the US address and not the repair location in Italy?**

A: The repair process must be completely handled by the manufacturer, especially in order to promptly and effectively clear customs holds.

**Q: May I ship directly to Italy using my own account number?**

A: No. However, you can provide to our USA HQ your own account number for your UPS, DHL or FedEx account for the shipment to Italy. Return shipment is the provided by FedEx on the manufacturer's account.

**Q: How are the repair quotes generated?**

A: The sensor must return overseas to the repair location in Italy, the sensor shell be opened properly by a repair technician and diagnostics and fault check performed to identify the damages.

**Q: Once the sensor arrives repaired at the manufacturer's USA HQ, is there an additional shipping fee for the return of my sensor to me?**

A: The sensor will be returned to the address requested by standard FedEx option, unless an expedited option is requested. In this case, the difference must be added to the invoice. All international returns of newly repaired sensors from the USA to Canada, Mexico or Central America, will be added to the invoice in full.

**Q: What is meant by "pending customs clearance"?**

A: US Customs must clear all goods for international shipment. Sometimes additional information is required from the shipper for clearance, which can cause a delay on the shipment. Once the information is provided, the goods will go through the clearance process. A delay can take a week or more.

**Q: Do I have any other options other than the repair?**

A: Please see our section on section 1 about refurbished sensors and the refurbished FAQ. This option is dependent upon availability.

**Q: What is my repaired sensors warranty?**

A: All repaired sensors carry a full 1 year warranty, non-prorated, from the date it ships back to the user.

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## Example of typical repair turnaround:

USA HQ technician determines the sensor must be returned. Customer fills out the paperwork, returns the form and USA HQ issues a Ticket number for return.

### *Typical Duration: 1 Week*

Manufacturer USA HQ receives the sensor. Within 48 hours, the sensor will be tested. Once payment is provided by dealer or end user for shipping (if direct), the USA HQ requests a return of goods (RGA) number from repair location in Italy. Once approval is made, the USA HQ prepares goods for international shipment

### *Typical Duration: 1 Week Pending Customs*

The sensor ships to and arrives at the Italy repair location

### *Typical Duration: 1 Week or more*

Sensor is tested and repair eligibility confirmed. Dealer or user confirms final quote. Sensor is repaired. USA HQ is notified of shipment of the repaired sensor with new serial number.

### *Typical Duration: 1 Week Pending Customs:*

Repaired sensor arrives back to USA HQ. Payment is then required for the remaining balance before the repair can return to end user.

## 2.4 REFURBISHED RELATED FAQ

### **Q: Can I trade in my damaged, out of warranty sensor for a different model?**

A: All refurbished sensors issued per a trade in will be provided in the same model / configuration / size as the original sensor.

### **Q: How is the exchange price generated?**

A: The sensor is returned, tested and inspected in our USA HQ location. The quote is then provided by a representative from our US location based upon the condition and operational ability of the returned sensor.

### **Q: What is the warranty on an already refurbished sensor?**

A: All already refurbished sensors that are immediately exchanged for an out of warranty sensor carry a full six month warranty, non-prorated.

### **Q: Is there a possibility a refurbished sensor will not be available at any given time?**

A: Yes. This option is always based on availability.

### **Q: Loaner sensors, are they offered?**

A: Manufacturer does not provide loaners sensors under our current policy

## 2.5 CONTACT

### **Q: Who do I contact for additional questions on these subjects?**

A: The dealer from which you purchased the sensor. If you purchased the sensor directly from manufacturer, please contact a service technician at 203-745-0575 Monday through Friday 9am to 5pm EST US. You may also contact us through our service hub if already a member.

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