



**IDEMA Srl**

Via Galvani, 4 – 20080 Ozzero (Milan) – Italy - Phone 0039 02 9400125 - Fax 0039 02 9400978  
[www.idemasrl.it](http://www.idemasrl.it) - [export@idemasrl.it](mailto:export@idemasrl.it) VAT reg. no 03924780962-REA 1712553

## **TERMS & CONDITIONS OF SUPPLY**

### **Introduction**

- IDEMA S.r.l. has the right to change or update price lists without prior notice.
- All prices are ex works (unless specified) : packing, transport and installation are not included with the price.

### **Orders, Payment and Delivery:**

- Each order and any subsequent modification must be submitted in writing, complete with the following data:
  - a) Detailed description of requested equipment
  - b) Shipment arrangements and the carrier's data
  - c) Place of delivery
- Order confirmation refers to the present General Supply Conditions, which are considered accepted in full by the customer.
- Specified delivery terms are not peremptory and in any case constitute the pretext for payment delays or refund request.
- Goods must be inspected by the customer on arrival and any damages must be declared immediately to the carrier.
- No claims will be accepted later than 10 (ten) days after receipt of the goods, and claims must be forwarded in writing.
- Terms of payment will be agreed with the IDEMA S.r.l. Export Office.

### **Furthermore:**

- The color of the dental unit structure, and the standard color of furnitures is WHITE RAL 9010. The upholstery color must be chosen from the colors available on our colour card and web site, and must be indicated when placing the order.



**IDEMA Srl**

Via Galvani, 4 – 20080 Ozzero (Milan) – Italy - Phone 0039 02 9400125 - Fax 0039 02 9400978  
[www.idemasrl.it](http://www.idemasrl.it) - [export@idemasrl.it](mailto:export@idemasrl.it) VAT reg. no 03924780962-REA 1712553

## **WARRANTY**

- The warranty holds the validity for any Dental Unit manufactured by IDEMA S.r.l. since 01/10/2003.
- IDEMA S.r.l. holds the right to change or update said conditions without any previous warning.
- The Dental Units ID100, ID200, ID300 and the furniture, hold a warranty of 24 months from the date of the IDEMA invoice.
- Warranty does not include the following parts of the dental unit:
  - a) Glass parts
  - b) Ceramic parts
  - c) Lamps
  - d) Cable
  - e) Upholstery
- During the warranty period, all of the pieces that will be recognised defective by IDEMA Srl, will be repaired or changed, in accordance with the warranty. IDEMA S.r.l. has the right to ask the customer to send the faulty piece/s to Ozzero (MI), so as to examine them. The cost of the transport will be at the customer's expense.
- Turbines, micro-motors, syringes, contra-angles, maniples, scalers and polymerised lamps that are not produced by IDEMA S.r.l, hold the warranty of the firm that produced them.
- The warranty holds no validity for the following reasons:
  - a) The user does not observe the instructions in the manual and the warnings regarding the correct use of the dental unit ID100, ID200, ID300.
  - b) The dental unit, or parts of it, is installed using a technique that was not authorised by IDEMA S.r.l.
  - c) The dental unit is not properly installed based on the instructions written In the user's manual.
  - d) Normal maintenance of the dental unit has not been respected.
  - e) Every condition stated in the user's manual of the dental unit has not been respected.
  - f) Unauthorised integrated or pieces attached to the dental unit or any modifications made to it.



**IDEMA Srl**

Via Galvani, 4 – 20080 Ozzero (Milan) – Italy - Phone 0039 02 9400125 - Fax 0039 02 9400978  
[www.idemasrl.it](http://www.idemasrl.it) - [export@idemasrl.it](mailto:export@idemasrl.it) VAT reg. no 03924780962-REA 1712553

- g) The Dental Unit is not used according to the Laws of the Country where it has been installed.
  - h) The electrical cables, for water, air and aspiration are not compatible with the requirements approved and stated in the user's manual by IDEMA S.r.l for the dental unit ID100, ID200, ID300.
  - i) The electrical cables, of the water, air and aspiration have not been fixed properly or in accordance with the user's manual.
  - j) Any part of the user's manual is not respected.
  - k) Damage or defect is caused by an improper use or natural calamity.
  - l) Damage or defect comes from falls, inexperience or accidental knocks caused by the customer.
  - m) Damage caused during transport.
- 
- IDEMA S.r.l recommends their customers insurance the goods during transport.
  - All IDEMA S.r.l. spare parts hold a warranty of 6 months from the date of the invoice.