

Returns

Sometimes, you purchase something that doesn't quite work for you—we get it. That's why all ProDentUSA products can be returned for a full refund within 30 days of the invoice day, as long as they are new or unused. All we ask for is your feedback of what you'd like us to improve upon.

Just send the items back to our headquarters in East Brunswick, New Jersey and include the original invoice, indicating a reason for return. Please note, any items you wish to return after 30 days are subject to consideration and a 12% re-stocking fee.

Refunds

All refunds are processed within 2-4 business days of when your return reaches our headquarters. Please allow an additional 5-7 days for the refund to be posted to your account.

For all further questions, do not hesitate to contact us. We are here to help.

Warranties

At ProDentUSA, our goal is to provide you with exceptional service and instruments. All ProDentUSA instruments are covered against material defects for 3 years. Our Signature *Siberian Stone*™ Cutters are guaranteed for the lifetime of the pliers and come with a 1-Year Free Sharpening Warranty. Any breakage, discoloration, or malfunction from proper and intended use of any of our instruments within this time frame is subject to replacement at no additional cost.

Please note, ProDentUSA is not responsible for any misuse or mishandling of our instruments—this will render the warranty null and void. Please see our *Instrument Care and Reprocessing Guide* for proper handling of our products.