

Return Shipment Policy

1. A Return Material Authorization number (RMA-number) must be obtained by e-mail from LM-Instruments Oy (hereinafter "LM") prior to any product return shipments. The RMA-number consists of the letters "RMA" followed by a five digit number, e.g. "RMA12345".
2. An RMA-number can be requested by submitting a filled [Customer Service Form](#) stating all the reasons for the return shipment. A [Customer Service Form](#) can be ordered from service@lm-dental.com. A properly filled [Customer Service Form](#) must be e-mailed to LM prior to any product return shipments. The e-mail address is service@lm-dental.com.
3. For small equipment (i.e. power scalers, air polishers, sharpening devices as well as their parts) it is important to indicate the serial number of the device as well as the original LM's invoice number. In addition, a copy of the LM's Authorized Dealer's invoice to the end customer (or other proof of purchase) must be included.
4. Each of the returned items must be tagged with the RMA-number and packed properly. The RMA-number(s) must also be clearly marked on each package.
5. Used products are not accepted for return unless they are under warranty or repair consideration.
6. Defective products or parts under warranty will be repaired free-of-charge.
7. The warranty does not cover postal charges or delivery fees of any kind for return or replacement shipments of individual products or parts. LM covers the costs for one batch return per calendar quarter from the Authorized Dealer to LM according to LM's shipping policies.
8. A credit invoice can be requested if the Authorized Dealer has decided to provide the end customer with a spare part and placed a corresponding spare part order to LM after said decision. If a credit invoice is requested, the [Customer Service Form](#) for the parts to be returned for credit consideration must be e-mailed to LM within 14 days from the date of the invoice.
9. No credit invoices can be issued unless the original invoice number is presented in the return documents.
10. Returned goods showing customer abuse, design modification or damages caused by the Authorized Dealer during the installation or stripped modification kits will not be accepted as a return for credit or repair.
11. LM will not accept any product returns unless notified in advance which goods are being returned, why the goods are being returned and whether the goods are under warranty. All the above mentioned documents must be properly filled and the RMA-number clearly indicated with the return delivery. Unauthorized shipments will be returned to the sender at the sender's expenses.