



ELEVATE DENTAL OPTICS

Lifetime Limited Warranty

Elevate Dental Loupes

Effective date: September 2025

Product	Warranty
Dental loupes	Lifetime Limited Warranty - manufacturing defects
Dental light system	1-year warranty
Supplied batteries	1-year warranty

1. What the Lifetime Warranty covers

Elevate Dental Optics warrants the original purchaser's eligible Elevate dental loupes against defects in materials or workmanship arising under normal professional use for the lifetime of the loupes, subject to this policy.

The Lifetime Limited Warranty applies to the core loupe system supplied by Elevate, including:

- the optical telescope / barrel assemblies;
- the loupe frame and integrated mounting system; and
- manufacturing-related optical alignment or mechanical faults arising during normal intended use.

2. What 'lifetime' means

For this policy, 'lifetime' means for as long as the original purchaser owns and uses the original Elevate dental loupe product for its intended professional purpose. The warranty is personal to the original purchaser and is not transferable.

If an original component is no longer available, Elevate may use a functionally equivalent component or, where repair is not reasonably possible, provide an equivalent replacement solution at its discretion.

3. Dental light and battery warranty

The Lifetime Limited Warranty does not apply to the dental light system, batteries, charger, charging cable or other powered-light accessories.

The Elevate dental light system and the batteries supplied with it are covered by a 1-year warranty from the original date of purchase against defects in materials or workmanship under normal intended use.

4. What is not covered

The warranty does not cover faults, damage or deterioration caused by:

- accidental damage, impact, dropping, crushing, liquid ingress or improper storage;
- misuse, neglect, use outside the intended clinical purpose, or failure to follow Elevate care and maintenance instructions;
- unauthorised modification, dismantling, third-party repair or use of incompatible parts or accessories;
- normal wear and tear, cosmetic deterioration, scratches, discolouration or gradual loosening from routine use;
- loss, theft, fire, flood or other external events not caused by a manufacturing defect;
- changes in the user's prescription, posture, interpupillary distance, working distance, facial measurements or clinical preferences after fitting; or
- consumable or replaceable wear items such as nose pads, temple tips, straps, cases and cleaning accessories, unless a separate warranty is expressly stated.



5. Conditions of warranty

To maintain warranty eligibility, the loupes must be:

- used for their intended professional purpose and in accordance with the supplied instructions;
- cleaned, handled and stored using the care guidance provided by Elevate; and
- kept free from unauthorised alterations or repairs.

If any part becomes loose, damaged or optically misaligned, stop using the product where continued use could cause further damage and contact Elevate for assessment.

6. Warranty remedy

Where Elevate confirms that a fault is covered, Elevate will, at its option and without charge for the covered repair, repair the defective component, replace the defective component, or provide an equivalent replacement where repair is not reasonably practicable.

Any repaired or replacement loupe component remains covered under the lifetime warranty applicable to the original product. A replacement component does not create a new warranty period. For light systems and batteries, any replacement remains covered for the balance of the original 1-year warranty period.

7. How to make a warranty claim

Contact Elevate Dental Optics at info@easyee.co.uk or through <https://easyee.co.uk> and provide:

- your name and contact details;
- proof of purchase or order details;
- the loupe model and serial/order number where available;
- a clear description of the issue; and
- photographs or video if requested to assist with initial assessment.

Elevate may request that the product is returned for inspection before confirming whether the claim is covered. Please do not send products without first receiving return instructions.

8. Statutory rights

This is a voluntary commercial warranty. It is in addition to, and does not limit or replace, any statutory rights or remedies that apply to the purchaser under applicable law. Nothing in this policy excludes or limits liability where it would be unlawful to do so.

9. Territorial scope and guarantor

This policy applies to eligible products purchased from Elevate Dental Optics in the United Kingdom or from an authorised UK Elevate seller, unless different written terms were supplied at the time of purchase.

Guarantor: Manareta Limited trading as Elevate Dental Optics

Company number: 10765213

Registered office: Fulford Lodge, 1 Heslington Lane, Fulford, England, YO10 4HW

Email: info@easyee.co.uk

Website: <https://easyee.co.uk>