
The following warranty is null and void if our products are serviced by any company other than Mastel Inc.

1) HAND HELD INSTRUMENTS:

All hand held instruments, other than scalpels, have a 2-year warranty against defects in materials and workmanship. Damage caused by improper handling, instrument strikes, improper or inadequate cleaning (see Mastel Reprocessing Instructions) or similar cause is the responsibility of the owner. All warranty repairs include parts and labor and MUST be serviced at Mastel Precision, Inc. facilities. Shipping costs to and from our facilities for warranty work is the responsibility of the owner of the instrument(s).

2) DIAMOND SCALPELS:

Scalpel bodies have a lifetime warranty against defects in materials and workmanship. Damage caused by improper handling, instrument strikes, improper or inadequate cleaning (see Mastel Reprocessing Instructions) or similar cause is the responsibility of the owner. All warranty repairs include parts and labor and MUST be serviced at Mastel Precision, Inc. facilities. Shipping costs to and from our facilities for warranty work is the responsibility of the owner of the instrument(s).

Diamond blades are NOT warranted past delivery inspection. Diamond scalpels should be inspected upon receipt and any defects reported immediately.

All diamond scalpels require periodic maintenance in regard to calibration and epoxy adhesive replacement and lubrication. These are not warranted items. All services and maintenance MUST be performed at Mastel Precision, Inc. facilities to protect your warranty.

3) OTHER INSTRUMENTS:

The Mastel Fixation Glasses and the Mastel Nursesight both have a 1-year warranty against defects in materials and workmanship.

4) SERVICE:

There is a 90-day warranty against workmanship and labor on repair service of Mastel Precision instruments only.

Diamond blades are NOT warranted past delivery inspection. Diamond scalpels should be inspected upon receipt and any defects reported immediately.

4) RETURNING INSTRUMENTS:

All services and warranty work require a complete description of reason for return or service requested, contact name and number, and must be properly secured in a container for shipping. Mastel will not be responsible for damage to instruments during shipping due to improper packaging. If you are unsure about proper packaging, please contact the service department at the Mastel Precision repair department listed below.

Returns may be sent to one of the following return centers:

Mastel Precision Clients:

Mastel Precision, Inc.
Attn: Repairs Dept.
2843 Samco Road, Suite A
Rapid City, SD 57702

Ph: (800) 657-8057
(605) 341-4595
Fax: (605) 343-3631

Labtician:

2140 Winston Park Drive
Unit 6
Oakville, Ontario
Canada

Ph: (905) 829-0055
Fax: (905) 829-0056

John Weiss & Sons LTD

89-90 Alston Drive
Bradwell Abbey
Buckinghamshire MK13 9HF
United Kingdom

Tel: 4401908318017
Fax: 4401908318708

These are fragile instruments and must be handled in an appropriate manner. Scalpels should be placed in the original instrument case with the diamond retracted. When returning an instrument, please make certain the instrument is fastened securely in the original instrument case or container. Please cushion the case/container in bubble wrap or styrofoam peanuts in a stout carton. Mastel cannot be responsible for damage in transit caused by improper packaging.
