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**MÄSTEL PRECISION SURGICAL INSTRUMENTS, INC. ("Mästel")**

**WARRANTY POLICY**

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

**1) HANDHELD 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 facilities. Shipping costs to and from our facilities for warranty work are 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 facilities. Shipping costs to and from our facilities for warranty work are 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 for calibration and epoxy adhesive replacement and lubrication. These are not warranted items. All services and maintenance MUST be performed at Mastel facilities to protect your warranty.

**3) SERVICE:**

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

Repaired or replaced diamond blades are NOT warranted past delivery inspection. Repaired or replaced 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 the reason for return or service requested, contact name and number, and must be properly secured in a container for shipping.

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

**United States:**

Mastel Precision Surgical Instruments, Inc  
Attn. Repairs Dept.  
2843 Samco Rd, Suite A  
Rapid City, SD 57702

Ph: 1.800.657.8057 | 605.341.4595  
Fax: 605.343.3631

**Canada:**

Keir Surgical Ltd.  
126-408 East Kent Avenue South,  
Vancouver, BC V5X 2X7  
Canada

Ph: 1.800.663.4525 | 604.261.9596  
Fax: 604.261.9549

Mastel instruments are fragile 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 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 repair facility listed above.

Mastel will not be responsible for damage during transit of returning instruments.