

amalgatome



MD



Service, Repair and Returns

Service, Repair & Returns

- Exsurco's return policy and system processes any Exsurco product in need of service or repair.
- A service/repair can only be processed by obtaining a RMA (Return Material Authorization).
- Please call or email our Customer Service to set up a return.
 - Our Customer Service team is available from 8am to 5pm Monday through Friday ET and here to assist you in any way.
 - Phone: 800-243-6049 (option #4)
 - Email: support@exsurco.com



Service, Repair & Returns

- Upon receiving returned product at Exsurco, the product is reviewed by our Technical Service Department.
- Customer Service will provide you with a service estimate for any repairs not covered under warranty or extended warranty.
- An extended warranty can be purchased as well. Please contact Customer Service for additional information at: sales@exsurco.com



Service, Repair & Returns

- **Please note:** if during use or if you have a general technical questions on how the device operates please contact our Technical Service Department by:
 - Phone: 1-800-243-6049 (option #5)
 - Email: support@exsurco.com
- Exsurco provides a value added service by offering onsite (**at Exsurco Medical**) repair experts.
- This ensures that OEM knowledge and expertise is utilized to service your product ensuring top quality of service and availability of qualified technicians.



Service, Repair & Returns

- When you are sending your device back for repair it is important to **note we require proof of sterilization documents** prior to processing your RMA request.
 - If this is not included with your device, it will be returned for sterilization.
- While your device is at Exsurco for repair, you may request a loaner to be shipped to you.
 - Please contact Customer Service at: sales@exsurco.com

