

# Terms of Service

Welcome to Denttio! These Terms of Service ("Terms") outline the rules and regulations for using our website, products, and services. By accessing or utilizing our services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

If you do not agree with these Terms, you must not use our services.

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## 1. General Terms

1.1 These Terms apply to all users of Denttio's services, including customers, technicians, and visitors to our website.

1.2 You must be at least 18 years old or have the consent of a parent or legal guardian to use our services.

1.3 By engaging with Denttio, you confirm that the information you provide is accurate and up to date.

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## 2. Services Offered

2.1 Denttio provides troubleshooting, repair, maintenance, and technical services for Denttio Software and Equipment.

2.2 We rely on the information provided by customers and any preliminary diagnostics performed remotely to prepare for on-site visits.

2.3 Services are offered subject to availability and may be limited by geographical location, equipment requirements, or technical constraints.

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## 3. Booking and Payments

3.1 Customers must provide complete and accurate information when scheduling a service.

3.2 Payment terms, including labor, travel, and part replacement fees, will be communicated during the booking process.

3.3 All charges, including those for labor and travel, are non-refundable, even if the issue is not resolved during an on-site visit.

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## **4. On-Site Service and Responsibilities**

4.1 Technicians will perform troubleshooting and service during on-site visits based on the provided information and available resources.

4.2 Customers understand that certain issues may not be resolvable during a single visit. Additional visits may incur extra charges.

4.3 Customers are responsible for ensuring a safe working environment for technicians and providing access to the equipment requiring service.

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## **5. No Warranty on Services**

5.1 Once the technician has completed the service and left the premises, the service is deemed fully completed.

5.2 There is no warranty on services performed. Any subsequent issues will be treated as new service requests and will incur additional fees.

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## **6. Privacy and Data Usage**

6.1 Denttio respects your privacy. Personal information collected is governed by our Privacy Policy, which outlines how we collect, use, and protect your data.

6.2 By using our services, you consent to the terms outlined in the Privacy Policy.

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## **7. Limitations of Liability**

7.1 Denttio is not liable for any indirect, incidental, or consequential damages resulting from the use of our services.

7.2 Our total liability for any claims related to our services is limited to the amount paid for the specific service in question.

7.3 Denttio is not responsible for delays or failures caused by factors beyond our control, such as supply chain disruptions, equipment availability, or third-party issues.

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## **8. Intellectual Property**

8.1 All content, trademarks, and intellectual property on Denttio’s website and communications are owned by Denttio or its licensors.

8.2 You may not reproduce, distribute, or modify any content without explicit written permission from Denttio.

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## 9. Changes to Terms of Service

9.1 Denttio reserves the right to update or modify these Terms at any time.

9.2 Changes will be posted on our website, and continued use of our services indicates acceptance of the revised Terms.

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## 10. Governing Law

10.1 These Terms are governed by the laws of State of California, without regard to its conflict of law provisions.

10.2 Any disputes arising under these Terms will be resolved in the courts located in County of Los Angeles, State of California.

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## 11. Contact Us

If you have questions about these Terms or need further assistance, please contact us:

**Denttio Support Team**

215 N Marengo Avenue Suite 145, Pasadena, CA 91101

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(323)254-1000

**Effective Date:** November 26, 2024