

American Eagle Warranty and Guarantee:

If a customer does not believe that American Eagle Instruments are of the finest quality, the unsatisfactory product may be returned for exchange or credit. This is our unconditional guarantee. However, this policy is not meant to be a replacement program for our customers. Since 1992, over 99% of all returns had no manufacturing or material defect. Over 95% of all returned hygiene instruments show evidence of either re-sharpening damage (sharpened with a reverse bevel) or they were simply used beyond their life expectancy. All AEI products have manufacture date (lot number) markings. Below are the results of the Boston University study on average life expectancy of Dental Instruments.

“AVERAGE LIFE EXPECTANCY OF DENTAL INSTRUMENTS”

By:
Thomas Kilgore, PhD
Asst. Dean Clinical Affairs
Boston University - School of Dentistry

Category A – 6 Months

Dental Scalers and Curettes

Category B – 2 Years

Perio Knives, Explorers, Gold Knife, Carriers, Spreaders, Endodontic Pluggers, Rubber Dam Clamps

Category C – 4 Years

Scissors, Probes, Surgical Curettes, Mirrors, Root Tip Picks, Excavators, Carvers, Cavity Prep, Amalgam Carriers, Crown & Bridge Scissors

Category D – 7 Years

Elevators, Periosteals, Bone Chisels, Bone Files, Needle Holders, Hemostats, Tissue Pliers, Pluggers, Burnishers, Plastic Filling Instruments, Dressing Pliers, Waxing Instruments

Category E – 13 Years

Forceps, Rongeurs, Ortho Pliers, Spatulas, Rubber Dam Forceps, Rubber Dam Punch

American Eagle Instruments, Inc stands behind our entire product offering 100% - however, the replacing and issuing of credit for products that are beyond their life expectancy, or those products which have been damaged (sharpened incorrectly) with no defect in materials or manufacturing, products that have been customized, re-tipped, or modified, in any way, are not considered for replacement or credit.

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