



Luxe Edge Service Agreement

This Service Agreement ("Agreement") is entered into between Luxe Edge Instrument Sharpening Services ("Luxe Edge") and the dental practice or individual submitting instruments for sharpening ("Client").

By submitting instruments for sharpening services, the Client acknowledges that they have read, understood, and agreed to the terms outlined below.

1. Sterilization Requirements

All instruments submitted to Luxe Edge must be properly sterilized prior to shipment or delivery.

- Instruments must be received sealed inside sterilization pouches to verify that sterilization has been completed.
- Please do not send instruments in cassettes.
- Sterilization bags that arrive open, unsealed, or compromised will be considered unsterilized.
- Unsterilized instruments will not be sharpened and may be returned to the Client without service.

These requirements are in place to ensure the safety of all personnel handling instruments.

2. Instrument Packaging

To ensure proper handling and organization:

- Instruments must be placed in individual sterilization pouches or grouped appropriately.
- If the Client would like instrument kits to remain together, this must be clearly indicated on the Luxe Edge service form.
- Kits that should remain together must be bagged together prior to submission.

Luxe Edge is not responsible for regrouping or reorganizing kits that are not clearly labeled or packaged together.

3. Condition of Instruments

Luxe Edge reserves the right to refuse sharpening services for instruments that are deemed unsafe or unsuitable for sharpening.

Examples include, but are not limited to:

- Instruments that have been overly sharpened
- Instruments that are excessively worn
- Instruments that are bent, chipped, cracked, or damaged
- Instruments that have lost their original working shape

Instruments that cannot be safely sharpened will be marked with red tape and returned to the Client without sharpening.

4. Sharpening Process

All instruments accepted for service will be:

- Professionally sharpened
- Evaluated for proper working edge
- Tested to ensure functionality before return

The Client understands that:

- The more dull or improperly sharpened an instrument is, the more metal must be removed to restore the proper working edge.
 - Repeated sharpening over time will naturally reduce instrument life as material is removed.
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5. Manufacturer Warranty

The Client acknowledges that professional sharpening services may affect manufacturer warranties.

Sharpening certain instruments, including instruments marketed as "sharpen-free," may void the manufacturer's warranty.



By submitting instruments to Luxe Edge, the Client accepts responsibility for any impact sharpening may have on manufacturer warranties.

6. Post-Service Sterilization

Please provide Luxe Edge with new sterilization bags to place sharpened instruments into.

All instruments must be properly cleaned and sterilized by the Client prior to clinical use after sharpening services have been completed and returned.

Luxe Edge does not guarantee sterility upon return of instruments.

7. Frequency of Sharpening

The recommended frequency of sharpening services will vary depending on:

- Frequency of instrument use
- Clinical workload
- Instrument type
- Previous sharpening history

Luxe Edge may provide recommendations; however, the Client is responsible for determining when instruments require sharpening.

8. Limitation of Liability

Luxe Edge will exercise reasonable care and professional skill when performing sharpening services.

However, Luxe Edge shall not be held liable for:

- Pre-existing instrument defects
- Normal wear and tear
- Manufacturer design limitations
- Loss of manufacturer warranty due to sharpening
- Clinical outcomes related to instrument use

Luxe Edge's liability, if any, shall be limited to the cost of the sharpening service performed.

9. Payment Terms

Payment for services is due according to the terms listed on the Luxe Edge invoice.

Luxe Edge reserves the right to:

- Withhold return of instruments until payment is received
 - Charge applicable late fees if payment terms are not met
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10. Agreement Acknowledgment

This Service Agreement must be read in its entirety and signed before sharpening services are rendered.

By signing below, the Client confirms that they:

- Understand and accept all terms of this Agreement
 - Confirm that instruments submitted have been properly sterilized
 - Accept the potential impact sharpening may have on manufacturer warranties
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Luxe Edge Instrument Sharpening Services
Owner: Rachelle Florence