

# Pre-Owned Or Not Pre-Owned That Is The Question?

## Keep these questions in mind:

- **How old is the pre-owned product that you may be considering?**
  - You may be surprised how often this fact is not disclosed to the interested buyer.
- **How many prior owners have there been for the product under consideration?**
- **What is the service history of the pre-owned product?**
- **Who is the seller?**
  - What is the seller's reputation?
  - Does the seller use only Factory-Approved OEM service parts?
  - Does the seller carry a service liability policy or does the seller's business "run naked" with no coverage at all?
- **What warranty is offered with the pre-owned product, and is the warranty in writing?**
- **What is the purchase price of a new vs. pre-owned product?**
  - Always keep in mind that the purchase price is only one of many elements that go into the evaluation decision.
- **Have you looked into the tax implications and planning for purchasing a new vs. pre-owned product?**
  - In some instances the savings may be greater with a new product.
- **Have you examined the Factory Warranty for a new vs. pre-owned product?**
- **Your Professional image is very important to a patient.**
  - Will the pre-owned product project the right image to your patients?
- **Have you looked at the possible liability consideration that you could assume by buying a pre-owned product whose age, service history and condition are unknown to you?**

## Other Questions:

**Question: Does the Factory maintain an offering of Factory-Certified Pre-owned Products [FCPP]?**

- Answer: The factory always has an offering of **FCPP** that result from turnover of our showroom demonstrators, consignment programs worldwide and occasional trade-ins from the marketplace.

**Question: Can you explain what the Factory Certification Program is?**

- Answer: The Factory Certification Program is a comprehensive inspection, repair and refurbishment program that utilizes that actual NEW Production Cells in our factory to bring a pre-owned product into the highest level of refurbishment. Only FACTORY APPROVED OEM PARTS ARE USED, and the testing and inspection program utilized is the very same used for our new production.

**Question: Is a FCCP competitively priced with what is found in the marketplace?**

- Answer: Since our company manufacturing, quality and inspection programs **proudly** operate under the auspices of the FDA, we will never cut corners in the pursuit of offering a fine quality product. The price offered for a **FCCP** is a consequence of this focus.

**Question: What warranty is offered for a FCCP?**

- Answer: All FCCP are offered with a two (2) year limited parts warranty.