

Straumann® Guarantee

Lifetime Guarantee

Straumann®

Dental Implant System

 **straumann**





Straumann® Guarantee*

1. GUARANTEE BENEFICIARY AND SCOPE

This guarantee (the “Straumann Guarantee” as defined below) from the Institut Straumann AG, Basel, Switzerland (“Straumann”) applies to the products listed below and in favor of the attending physician/dentist only (the “User”). Third parties, particularly patients or intermediate suppliers, may not derive any rights from this Straumann Guarantee. The Straumann Guarantee covers the replacement of products of the Straumann® Dental Implant System SDIS and certain limited Straumann® CARES® products (the “Straumann Products”) as defined in Section 2. The Straumann Guarantee only covers the replacement of Straumann Products and not any associated costs, including but not limited to any associated treatments.

For Straumann® Roxolid® Implants (only), the extended, Roxolid® Lifetime Plus Guarantee“ applies. It covers the replacement of the Roxolid® product and an additional treatment compensation in the amount of £700 including VAT in case of an implant fracture with a Straumann® Roxolid® Implant.

2. STRAUMANN PRODUCTS COVERED BY THE STRAUMANN GUARANTEE

	Implant	Abutment attached to an implant*	Tooth- and implant-supported restoration**
	–	Replacement with equivalent ceramic abutment including ceramic screw-retained bars and bridges**	Replacement with equivalent ceramic restoration***
	–	Novaloc® Abutments, replaced with equivalent Novaloc® Abutment**** Replacement with equivalent metal screw-retained bars and bridges**	Replacement with equivalent metal restoration and resin nano ceramic restoration***
	Replacement with equivalent implant and equivalent abutment, if finalized.	Replacement with equivalent metal abutment	–
	For Straumann® Roxolid® Implants (only), the extended, Roxolid® Lifetime Plus Guarantee“ applies. It covers the replacement of the Roxolid® product and an additional treatment compensation in the amount of amount of £700 including VAT in case of an implant fracture with a Straumann® Roxolid® Implant.	–	–

* Valid as of September 1, 2016

** excluding consumable products and retentive products such as ball anchors.

*** including Straumann® CARES® copings, full contour crowns and bridges. EXCLUDING all other products offered by Straumann, particularly Straumann® CARES®, inlays, onlays, veneers, partial crowns and Straumann® CARES® Guided Surgery products.

**** excluding any matrices and inserts as they are subject to natural wear and tear.

3. GUARANTEE CONDITIONS

Straumann hereby guarantees that, if any Straumann Product is defective as a result of a failure of the material strength and stability of the Straumann Product during the guarantee periods set out in Section 2, Straumann will replace the Straumann Product with the same or substantially equivalent product as set forth in Section 2. The guarantee periods above commence at the time of treatment with a Straumann Product by the User. Provided however that the following guarantee conditions are individually and collectively met and documented:

- 3.1 Straumann Products have been used exclusively and not in combination with any other manufacturer's products (except etkon® iDent products);
- 3.2 Return of the Straumann Products in sterilized condition, disinfected if appropriate or as indicated in the instructions for use;
- 3.3 Compliance with and application of Straumann's instructions (in the instructions for use, among others) valid at the time of treatment as well as recognized dental procedures, during and after the treatment;
- 3.4 Good oral hygiene of the patient as monitored by the User;
- 3.5 No guarantee case resulting from an accident, a trauma or any other damage caused by the patient or a third party;
- 3.6 Filing of a completed and signed guarantee form not later than three months after a guarantee case arises. This is how you enter a complaint case:
 - 1) Log on to your e-shop account. If you don't have one you can apply for it.
 - 2) Click "Self Service"
 - 3) Click "Orders>Returns/Product Issues"
 - 4) Click "New Returns/ Product Issues/Feedback"
 - 5) Choose "Report a Product Issue"
 - 6) Fill in the required information and click submit
- 3.7 For customized Straumann Products the User shall provide Straumann with the design data;
- 3.8 Special requirements for the "Roxolid® Lifetime Plus Guarantee": The complaint case must be submitted and approved for a product replacement first, see point 3.6. After that the "Roxolid® Lifetime Plus Guarantee" can be claimed in a second step.

When your complaint case is approved you will receive an e-mail with a link. Click on the link and fill in all the required information to claim the "Roxolid® Lifetime Plus Guarantee".

4. LIMITS AND LIMITATIONS

This Straumann Guarantee is the only guarantee provided by Straumann and shall apply in addition to the warranty rights conferred under the sales agreement. The User remains free to claim rights against his supplier. STRAUMANN HEREBY DISCLAIMS ANY OTHER WARRANTIES, EXPRESS OR IMPLIED AND STRAUMANN HEREBY EXCLUDES ANY LIABILITY FOR LOST EARNINGS AND DIRECT OR INDIRECT DAMAGES AS WELL AS COLLATERAL AND CONSEQUENTIAL DAMAGES, DIRECTLY OR INDIRECTLY RELATED TO STRAUMANN PRODUCTS, SERVICES OR INFORMATION.

5. GUARANTEE TERRITORY

This Straumann Guarantee applies worldwide to Straumann Products sold by a Straumann affiliated company or an official distributor of Straumann.

The "Roxolid® Lifetime Plus Guarantee" is only applicable if the User practices in the following countries: Austria, Canada, Czech Republic, Denmark, Finland, France, Germany, Hungary, Italy, Norway, Spain, Sweden, Switzerland, United Kingdom, United States of America.

6. MODIFICATION OR TERMINATION

Straumann may modify or terminate this Straumann Guarantee at any time in whole or in part. Changes to or the termination of the Straumann Guarantee will not affect the guarantee given under this Straumann Guarantee for Straumann Products installed prior to the date of the change or termination.

Send the form to:

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www.straumann.com