



Warranty programme

The terms and conditions of the warranty that Implant Microdent System S.L.U. (hereinafter Microdent) offers on its products are established in this "Warranty programme".

The implementation of our quality policy is backed by a group-wide quality control system, in compliance with laws and regulations on the medical industry and in the field of dental solutions, including but not limited to Council Directive 93/42/EEC concerning medical devices, amended by Directive 2007/47/EC; FDA 21CFR 820 (USA), INVIMA (Colombia) and ISO 9001 and ISO 13485 standards.

Microdent offers a wide range of dental implants for dental professionals. Various implant systems and their corresponding pre-prosthetic and prosthetic accessories that are mounted on top of the implant and allow the professional to provide a solution for the rehabilitation the patient needs. All of the systems have been clinically tested, scientifically documented and are used daily at dental clinics. Microdent also has the instruments necessary to use each system properly. For more information on the warranty on these implant systems, please see the following terms and conditions:

TERMS AND CONDITIONS

The terms and conditions for this warranty programme cover the implants, accessories and surgical instruments for all Microdent implant systems manufactured and distributed by Microdent. The warranty only applies to clinics and claims cannot be lodged by third parties or institutions, including patients, laboratories or other intermediary suppliers.

Term of the warranty

The manufacturer's warranty for the products is granted for the following terms:

- Lifetime warranty on implants.
- 10 years for accessories (non-provisional), except zirconium components.
- Five years from shipment date from Microdent for zirconium components.
- Three years from shipment date from Microdent for surgical instruments, except any single-use tools.

Scope of the warranty

Quality

If the product shows manufacturing defects or does not meet Microdent quality standards, it will be replaced at no additional cost.

Clinics

Microdent will replace the implant, at no additional cost, if osseointegration has not occurred or failed, after being provided with the corresponding evidence and the analysis of the cause.

Claims procedure

To benefit from any of the coverage listed above, the following requirements must be met:

- For a claim to be accepted, it must be submitted to Microdent within 30 days of the default being detected.

The claims form – Form I-005-PGC-016- must be filled out in accordance with the procedure established in that document. The clinic may contact a representative, through Microdent customer service or the website, to request a claims form.

- The claims form must be filled in completely, documenting the cause for the claim and providing all of the information requested. It must be submitted to Microdent along with the product, within the time period established above. All of the products must be cleaned and sterilised before being sent to Microdent.

- Any clinics that lodge claims in order to receive warranty coverage must provide clear documentation of the implant treatment carried out and justify that there were no contraindications in the specific patient in question.

- Any clinics that lodge a claim must be up-to-date with all payments due Microdent at the time the claims form is submitted.

- All procedures using products before, during and after the intervention must be done according to Microdent instructions and protocols, and following commonly accepted dentistry practices.

- Any transport costs and/or risks must be assumed by the clinic. Microdent will cover the cost of the replacement product if justified under these terms and conditions.



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Warranty limitations

Except for the warranty described in these terms and conditions, neither Microdent nor its representatives, third-party manufacturers or distributors of the products represent or offer any sort of warranty, agreement or other commitment, express or implicit, oral or in writing, regarding the products (without limitation) including warranties implied in the marketing, durability or appropriateness for use for specific purposes. Furthermore, and to the maximum extent of the law, Microdent will not be held liable (in its own name, or that of its representatives, third-party manufacturers or distributors of the products) for any loss of income or failure of the clinic, even to standards commonly accepted in dental practice, or for any other direct, indirect, unforeseen or secondary damages arising or resulting from the design, composition, condition, use or performance of any of the products.

Warranty exclusions

Microdent shall not offer the benefits under these terms and conditions if:

- El fracaso del implante es debido a un traumatismo, un accidente o directamente ocasionado por el paciente o terceras personas.
- The implant failed due to trauma, accidental or caused directly by the patient or a third party.
- The implant failed as a result of a clinical component being used on patients with generally accepted contraindications to osseointegration of implants, including but not limited to alcoholism, uncontrolled diabetes and drug addiction.
- The failure of the implant and prosthetic accessories is due to normal wear and tear.
- The product to which this claim pertains is a single-use tool.
- Consumables are not covered by this warranty.
- The product to which this claim applies was used directly or indirectly with a clinical component or instrument (for example non-original accessories or drills) from a manufacturer other than Microdent.
- Improper handling or misuse of any product that does not follow the obligatory instructions for use (<https://microdentsystem.com/instrucciones-de-uso>).

To avoid any doubts, these terms and conditions, and the coverage and resources established herein, will be applied strictly with regard to the products and the purpose of these terms and conditions, and shall exclude any other rights, benefits and/or resources, such as expenses arising from clinical treatments or laboratory work.

Changes to the warranty

Microdent reserves the right to change or revoke these terms and conditions at any time, without prior notice. Any modification or suspension will not affect products that have already been installed in patients before that date.