Via Dell'Industria, 15 - 40012 - Calderara di Reno (BO)
+39 051 646 3070
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IMPLANT REFUND" WARRANTY: TERMS FOR APPLICABILITY

1. GENERAL CONDITIONS

Applicability: the refund can be exclusively applied to products (dental implants) by third manufacturer which – directly linked to a New Ancorvis prosthetic component- have been broken regardless New Ancorvis' responsibility. For those non-compliant New Ancorvis' prosthetic components as well as defective prosthesis on implants created by New Ancorvis through Cad Cam technology, please refer to General Sales Conditions.

The refund is not applicable in case of implant failure.

1.2. Recipients: The refund is only for New Ancorvis' customers that have purchased the prosthetic components made by New Ancorvis, directly linked with the broken implants, and showing the relative purchase invoice.

1.3. Customers Definition: New Ancorvis' customers and recipients of the refund are only registered dentists and dental technicians as well as companies made of one of these professionals at least. The refund is not applicable to third parties.

1.4. Refund Object: the broken implants of third manufacturers and assembled directly linked to New Ancorvis' prosthetic components.

1.5. Customer Responsibility: since the delivery, the customer takes all the risks and responsibilities related to the use of purchased products both singularly used and in combination with other products.

2. REFUND REQUISITES

i. Use prosthetic components exclusively made by New Ancorvis.

ii. Use and keep the products according to New Ancorvis' instructions of use.

iii. Return the correctly sterilized and packaged defective product.

iv. Provide with filled in "Implant Refund Request Form" and the original purchase invoice of New Ancorvis product.

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3. REFUND CONCERNING IMPLANTS OF OTHER MANUFACTURERS IN COMBINATION WITH NEW ANCORVIS PRODUCTS

3.1. New Ancorvis takes charge of the cost concerning the value of broken dental implants made by third manufacturers, if they are directly linked to New Ancorvis' products, provided that the following requisites are satisfied:

i. New Ancorvis' components must be assembled directly linked to the implant.

ii. New Ancorvis' products must be correctly used and kept in compliance with New Ancorvis' instructions of use, with the exclusion of every misuse, abuse, negligence, tampering, or non-compliant preservation.

iii. The defect covered by the following warranty must concern a damage of the implant made by a third manufacturer, directly linked to New Ancorvis products and with the exclusion from the warranty of all the cases in which the breakage is caused by other reasons.

iv. The Customer must describe the problem by highlighting the breakpoint of the implant made by third manufacturers and specifying the reasons of the breakage even if they do not depend on the used New Ancorvis product. The Customer must provide with documentation to demonstrate the defect and the reason as shown in the listed file MD_163 'Implant Refund Request Form' described in the Art. 5.1

v. The Customer must send to New Ancorvis – together with the documentation described in the current article – the copy of the implant purchase invoice showing the relative paid cost.

vi. The Customer must return the defective product – implants and relative components – correctly sterilized and packaged.

vii. The Customer must provide with the communication written by the implant manufacturer who denies the applicability of their own warranty on the implant by ascribing the reasons to the use of New Ancorvis compatible product in combination with their own implant.

viii. The Customer must provide with the filled in 'Implant Refund Request Form' as well as the copy of the original purchase invoice of New Ancorvis product and the relative broken implant of the manufacturer.

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3.2. Refund period: the refund can be requested exclusively during the period of warranty's validity offered by the used implant manufacturer, provided that the Customer supplies with the evidence of warranty terms of the third manufacturer.

3.3. Exclusions: the refund cannot be applicable in the following cases

• If the implant manufacturer instructions concerning the extension of restorations/Cantilever based on chewing loads are not respected.

• If the breakage of the product is due to an accident, an injury, or a damage caused by third parties.

• In case of defects of materials or third parties implant manufacturing.

• Regarding the implants, if the New Ancorvis products are not directly linked to the implant made by third parties.

• Tailor-made implants or properly modified.

• If the product breakage is due to the usual wear.

• If the use of product is not in compliance with the instructions of use provided by the implant manufacturer and those supplied by New Ancorvis concerning its own product.

• Use of the product with accessories, additional components and other products of type, condition or standard not authorized by New Ancorvis.

• When the implant connection both of the original implant and New Ancorvis' products have been modified.

4. GENERAL LIMITIATIONS

4.1. The refund is not applicable if any other warranty expected by the implant manufacturer is applicable.

5. PROCEDURE OF REFUND REQUEST

5.1. To receive the benefits expected by the current refund terms and conditions, the Customer needs to send the filled in and signed Form MD_163 'Implant Refund Request Form' by e-mail to the following address implantrefundexpo@newancorvis.eu

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The missed filling of the implant refund request involves the missed analysis of the request itself.

5.2. The Customer must send the defective product, - after having been sterilized and packaged – to New Ancorvis headquarters placed at Via dell'Industria, 15 - Calderara di Reno (BO) Italy, together with the documentation specified in the current refund terms and in the Form 'Implant Refund Request Form'.

5.4. The delivery costs of the substitutive product are in charge of New Ancorvis.

5.5. Deadline for the implant refund request sending: the request must be sent within 30 days since the breakage discovery.

5.6. Management of refund request: New Ancorvis will manage and analyse the cases within 30 working days since the reception of all the documents and information requested by New Ancorvis and specified in the MD_163 'Implant Refund Request Form'.

5.7. Result of the refund request

After a period of maximum 30 days as referred to the art. 5.6, New Ancorvis will communicate to the client if the refund request has been accepted or not.

6. CHANGE OR SUSPENSION OF REFUND

6.1. New Ancorvis reserves the right to change or suspend the "Implant Refund" program at any time and without any notice. The changes or the suspension of the refund will not concern the to-be-refunded products whose breakages have been reported to New Anco**rvis before the date of change or suspension.**

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