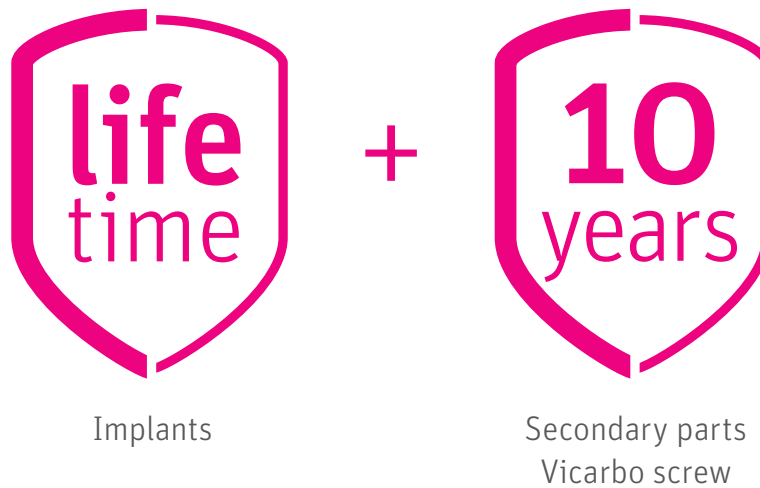


# Guarantee

## 1. Scope of Application and Guarantee Eligibility

This guarantee (hereinafter: “Zeramex Guarantee”) provided by Dentalpoint AG, Switzerland pertains to the products listed in section 2 and distributed worldwide by Dentalpoint AG or any company related to Dentalpoint AG (hereinafter “Zeramex Products”).

It applies exclusively to the benefit of the treating doctor / dentist / dental technician (hereinafter “User”). Third parties cannot derive any rights from this.



## 2. Guarantee Products and Scope

Product	Guarantee service	Guarantee period
Implants	Replacement by equivalent implant and secondary part, if needed	lifelong guarantee
Secondary parts	Replacement by equivalent secondary part	10 years
VICARBO® screw	Replacement by equivalent screw	10 years

# Guarantee



Dentalpoint AG guarantees that, in case of deficiency, any Zeramex Product used will be replaced by an equivalent or essentially equivalent product as described in section 2 if the guarantee conditions stipulated in section 3 are met.

The guarantee periods listed in the table start from the beginning of the treatment with a Zeramex Product.

The Zeramex Guarantee only encompasses the provision of replacement Zeramex Products and no further services nor reimbursement for damages, especially not for those incurred by treatments necessary for replacement.

## 3. Guarantee Conditions

The condition of the guarantee according to number 2 is the cumulative existence of the following guarantee conditions, which the user must prove:

- a. Insufficient material strength or stability
- b. The Zeramex Products are not combined with products of other manufacturers
- c. Observance and use of the Dentalpoint AG instructions available at the moment of treatment (among other things in the operating instructions) as well as of the generally accepted dental practices before, during, and after treatment, by all Users
- d. The patient's proper dental hygiene is controlled by the User
- e. The claim for guarantee is not based on an accident, trauma, or other damage caused by the patient or a third party
- f. Dentalpoint AG is notified of the claim for guarantee. Dentalpoint AG sends the User the "Customer Complaint" form, which the User fills out, signs, and returns by three months after the situation that substantiates the claim for guarantee comes into existence
- g. The Zeramex Products are returned in sterile condition, disinfected as stipulated in the operating instructions

This Zeramex Guarantee, the quality guarantee, and the performance of a guarantee service do not constitute a recognition of any deficit by Dentalpoint AG.

## 4. Guarantee amendment or abrogation

Dentalpoint AG reserves the right to amend or abrogate this Zeramex Guarantee at any time without prior notice. These changes or abrogations do not apply to Zeramex Products already used on patients before the date of amendment or abrogation.