

# NEW EXTENDED DESS WARRANTY



Dental implant treatment is one of the most predictable options in dentistry, relying on a complex combination of proven high quality products and the treating dentist's knowledge and experience. DESS has a history of providing reliable high quality prosthetic components for most available implant platforms on the market. We are proud to introduce a comprehensive NEW WARRANTY on our products alone as well as in combination with third party implants.

**Lifetime replacement warranty of DESS components.  
Lifetime reimbursement of third-party implants used together  
with DESS abutments.**

DESS provides a lifetime replacement warranty for all abutments including the abutment screw manufactured and supplied by Terrats Medical SL.  
(see details under DESS Product warranty).

We will also guarantee third party implants used in combination with our abutments excluding immediate restorations.

The third party warranty will apply if the manufacturer of the implant used, limits or refuses its guarantee on the implant because it was used in combination with a DESS abutment.  
(Please refer to the DESS terms of warranty)

**DESS PROVIDES PATIENT SAFETY AND CUSTOMER CONFIDENCE**



*Lifetime*  
PRODUCT  
WARRANTY  
DESS

*Lifetime*  
THIRD-PARTY  
IMPLANT  
WARRANTY  
DESS



## **DESS Product warranty**

The products DESS, Dental Smart Solutions, processes and services provided by TERRATS MEDICAL SL meet the requirements of the International Standard ISO 13485 regarding Quality Management Systems as well as the requirements of the European Medical Device Directive 93/42 CEE.

The products undergo a strict Quality Control and are identified by the corresponding reference and batch number, ensuring the complete traceability of the information associated to every product.

Furthermore, they meet the Essential Requirements established in the corresponding national and international rules related to the performance of the product and patient safety.

We provide a warranty on our original products and will replace any product without additional costs if they have material or manufacturing defects or they do not comply with our quality standards.

The warranty is Lifetime from delivery, with the exception of DESSLoc where the guarantee is limited to three years. Due to natural wear and tear, matrices and inserts are excluded from this warranty.

## **DESS Third-party Implant warranty**

We guarantee third-party implants combined with DESS compatible abutment components as follows: We guarantee reimbursement of proven material costs for a replacement implant if a third-party implant was combined with our abutment after its recommended osseointegration healing period and the implant manufacturer refuses its guarantee on the implant because it was combined with our abutment.

We provide a warranty on third-party implants for as long as, but not exceeding, the guarantee provided by the original implant manufacturer, up to lifetime from the date of delivery.

## **The DESS Product and Third-party Implant warranty does not cover:**

- Immediate restorations
- Damage on our products or the implant due to external effects such as an accident or comparable incidents, as well as medical malpractice
- Failure of third-party implants, such as material or manufacturing defects.
- Failure of our products or the implants in case of contraindication such as alcoholism, diabetes, smoking or drug addiction.
- Further claims and consequential damages such as laboratory charges or the costs of clinical and/or dental treatment.

The voluntary warranty is in addition to the warranty rights defined by law and the product liability and does not affect them. In addition, our General Terms and Conditions of Sale shall apply. The assignment of rights from this warranty requires our consent.