



# RETURNS & EXCHANGE POLICY:

## TERMS OF RETURN

Customers may return Straumann implants and related products for any reason under the following conditions:

- Items are in their original undamaged, unmarked, and unopened package with all factory seals intact.
  - Items have at least a 6-month shelf life remaining.
  - Shipping charges for the return are paid by the customer.
  - All returned product(s) is subject to inspection to ensure compliance with regulations before the return is processed.
  - Custom products are non-returnable once manufactured. Issues must be reported within 30 days.
- Credit or replacement is only provided for confirmed Straumann errors.

### WHEN TERMS OF RETURN AND EXCHANGE ARE MET

#### Returns

- Full credit up to 60 days from date of purchase.

#### Exchange

- Exchanges are unlimited as long as the product has 1-year shelf life remaining or 18 months from the invoice date.
- The exchange request must be accompanied by an offsetting order of equal or greater dollar value.
- Exchange orders are at current pricing and the original discount if applicable, will be applied.
- Promotional orders are eligible for exchange only.

#### Credit will not be given for:

- Product(s) requiring special handling, such as refrigeration.
- Product(s) financed through a third party.
- Product(s) obtained through a third party.
- Capital equipment, such as CAD/CAM scanners.
- Customized CAD/CAM products.
- Software, unless otherwise stated in the software license.
- Partial returns of promotional purchases or discounted kits.
- Shipping charges.

#### Return Procedure (Guidelines for customer)

- Do not give any item(s) to your local Territory Manager for return.
- Go online to the Straumann eShop or call Customer Service to obtain a Return Request Number. Please be ready to provide article numbers and product lot numbers:

CA: [https://shop.straumann.com/ca/en\\_ca](https://shop.straumann.com/ca/en_ca) | 800-363-4024

- The Return Request form must be placed in the package with the product to be returned.
- Package items in a sturdy box to avoid damage or loss. Items missing from package or damaged due to improper packaging will not be given credit.
- Return packages must be shipped via a traceable method.

