

Warranty Policy of Alpha Dent Implants GmbH

1. General Provisions

Alpha Dent Implants GmbH, registered in Germany, provides a voluntary lifetime warranty on dental implants manufactured by our company in accordance with the terms set forth in this policy.

The warranty applies exclusively to the dental implant itself and is not a legal obligation, but rather offered at the manufacturer's discretion to ensure product quality.

2. Scope of Warranty

This warranty covers only the replacement of the dental implant and is valid for the entire lifespan of the product.

Replacement is provided if the implant failure is caused by a confirmed manufacturing defect or if disintegration occurs under proper clinical use.

The warranty does not include and explicitly excludes:

- costs for implant removal;
- costs for placing a new implant;
- services of dentists and surgeons;
- costs of clinical procedures and follow-up treatment;
- costs incurred due to temporary disability or indirect damages;
- replacement of abutments, suprastructures, temporary components, surgical instruments, and accessories.

3. Warranty Conditions

A warranty claim must be submitted in writing using the official forms of Alpha Dent Implants GmbH and sent via an authorized distributor or directly to Alpha Dent Implants GmbH. The forms and completion instructions can be requested or found in the documentation provided by the distributor.

To submit a warranty claim, the following must be provided:

- product information (batch number, date of placement, proof of purchase);
- evidence of proper compliance with the surgical protocol during implantation;
- radiographic images or other medical documentation upon the manufacturer's request.

The warranty is valid only if:

- the implantation was performed by a qualified professional;
- original components recommended by the manufacturer were used;
- the placement and maintenance protocol was followed.

Warranty claims may be submitted exclusively by the treating physician (dentist) or an authorized distributor having a contractual relationship with Alpha Dent Implants GmbH. Claims submitted directly by patients will not be considered.

4. Replacement Procedure

Warranty claims are reviewed according to the internal complaint and return evaluation procedure of Alpha Dent Implants GmbH. The current version of the procedure is available upon request or accessible to authorized partners.

Return of Disintegrated Implants

In the case of implant disintegration, provided that supporting documentation is available and warranty conditions are met, the implant is eligible for replacement.

Alpha Dent Implants GmbH reserves the right to request the physical return of the disintegrated implant for analysis and determination of the cause of disintegration. Returns must be organized in agreed sterile packaging and in compliance with medical device transportation regulations.

The decision on whether the case qualifies under the warranty is made by the Quality Department of Alpha Dent Implants GmbH based on the analysis.

After review and decision, Alpha Dent Implants will provide:

- a new equivalent implant free of charge;
- delivery will be arranged directly or via the official distributor.

5. Limitations

This warranty does not apply if:

- the damage occurred due to trauma, improper placement, overload of the construction, or non-compliance with the medical protocol;
- components from third-party manufacturers were used;
- the product's expiration date had passed before placement;
- the product was used outside the manufacturer's intended indications and instructions.

6. Final Provisions

This voluntary warranty does not limit the legal rights of the consumer as stipulated in § 437 and subsequent sections of the German Civil Code (BGB), including the right to defect rectification, replacement of goods, price reduction, or refund in case of defective products.