



Warranty Program

Phibo CAD CAM *Clinic*

The Phibo CAD CAM warranty program sets forth the conditions and terms under which warranty is provided for Phibo CAD-CAM S.L. Clinica products.

1. GENERAL CONDITIONS

- Complaints will be handled exclusively through Phibo CAD-CAM S.L.
- The warranty program is in  www.phibo.com

2. APPLICATION OF THE WARRANTY

This warranty is solely for the benefit of the treatment professional and does not apply to a third party or any other person or entity. Patients or intermediate providers are not included in the benefits of this guarantee. The warranty only applies to Phibo® products in the countries where the products are sold. This warranty is valid only for the original purchaser. Other specific conditions may apply to markets served by affiliates. Please contact your Phibo® representative for information.

3. WARRANTY PERIODS

- Fixed prostheses: **3-year warranty**.
- Temporary structures (PMMA) and dental splints: **6-month warranty**.
- Start of the warranty: from the date of receipt of the product at the clinic.



4. REQUIREMENTS


- The right to warranty only applies to non-compliant products, defined as those with manufacturing or material deficiencies, or that do not comply with the specifications communicated to Phibo CAD-CAM S.L. through official channels.
- Optimal patient control and care by the clinic professional and the patient himself is critical to the success of treatment.
- For the warranty to be valid, the practitioner and clinic must comply with:
 - Carefully select the patient, inform him or her about precautions, contraindications, [recommendations for use and care](#) , rights and the importance of his or her collaboration.
 - Strictly follow the manufacturer's instructions for design, applying proper and accepted dental practices.
 - I have to ensure that the prints are optimal: no bubbles, and digital without defects in the meshes.
 - For dental splints, impressions should include the "Bite", it is advisable to send Lucia's jig for correct occlusion in the design.
 - The patient's gum should be healthy and free of inflammation at the time of impression.
 - The difference between the last impression taken and the production or placement of the product (veneers, prostheses or splints) must not exceed one month. If this deadline is exceeded, any failure to adjust will not be attributable to Phibo.
 - Inform the patient about the necessary maintenance indicated in our IFUs found on the Phibo website.
 - Perform color shooting without the use of flash to ensure color accuracy.
 - If the design made by Phibo does not conform to the clinical prescription provided by the physician.
 - If the design made by Phibo presents errors attributable to Phibo even though it is validated by the client.



5. WARRANTY REQUEST

To report a warranty case, follow these steps:


1. Access the portal:

Log in to  <http://customercenter.phibo.com>, access the **Synergy** section and communicate your claim by commenting on the corresponding case number.

Also by email:  garantiacalidad@phibo.com

2. Prepare the product:

If requested by Phibo CAD-CAM, send the product properly sterilized, in case it has been used on a patient.

 Shipping Address:

P.I. Mas d'en Cisa, Gato Pérez 3-9, 08181, Sentmenat, Barcelona, Spain

3. Pick-up service:

For any questions or if you need to request a pick-up, please contact Customer Service:

 **+34 936 268 422**

 atencionclientes@phibo.com / phiboaesthetics@phibo.com

4. Data protection and return:

In compliance with GDPR regulations, Phibo CAD-CAM S.L. will not retain personal patient data. Claims will be identified only by a code assigned by Phibo. Claimed products **will not be returned** to the customer.

5. Deadlines for requesting a warranty:

The request must be made within a maximum period of **30 days from the detection of the defect**, provided that such detection occurs within the warranty period established for each product (see section 3. Warranty periods).

6. Case analysis:

Phibo will analyse the complaint within a maximum of **30 working days**, provided that all the necessary information has been received.



7. Lack of information:

If sufficient information is not available, the case will be automatically closed after 30 working days. However, it may be reopened if the customer provides additional data later.

8. Resolution:

If the case meets the warranty conditions, Phibo will proceed with the **refund or replacement of the non-conforming product**, as appropriate.

6. GENERAL LIMITATIONS OF THIS WARRANTY

- The use and application of the CAD-CAM intermediate structure system is beyond the control of the manufacturer.
- Any damage arising from the use of the product is the sole responsibility of the user.
- The company is exempt from liability for damages caused by handling or incorrect use.
- Neither the Company nor its affiliates shall be liable for loss of profits, loss of profits, special, indirect, incidental or consequential damages, however caused.
- Except as expressly stated in this warranty program, no other warranties, either express or implied, are given.
- The warranty only ensures that the products will be free from defects in materials and workmanship.



7. MODIFICATION OR TERMINATION OF WARRANTY PROGRAM

- Phibo CAD-CAM S.L. reserves the right to modify the warranty periods, at any time, in whole or in part.
- Modification of this Warranty Policy will not affect products prior to modification of this Warranty Policy.
- Phibo CAD-CAM S.L. may terminate access to this guarantee program to any beneficiary with 60 days' notice, at its sole discretion. This decision will not affect the benefits already obtained by the participant before the effective end date, provided that the guarantee conditions are met.
- By participating in this warranty program and purchasing Phibo® products, the treatment professional agrees to the terms and conditions set forth in this warranty program.
- For more information, please contact your Phibo® representative.