



CREATECH MEDICAL GUARANTEE

A Straumann Group Brand

BUILDING TRUST.
CREATING SMILES.

We strive for excellence. At Createch Medical we offer you the flexibility, precision and customized solutions you require to meet the specifications of your cases. From straight forward cases to very challenging ones and with over 700 implant and abutment connections available, gain peace of mind by working with Createch Medical.



Createch Medical Guarantee

1. GUARANTEE BENEFICIARY

This guarantee ("Createch Medical Guarantee") from the Createch Medical S.L., Mendaro, Spain ("Createch Medical") applies to the products listed below and in favour of the eligible dental laboratory ("User"). Third parties, particularly patients of intermediate suppliers, may not derive any rights from this Createch Medical Guarantee.

2. GUARANTEE SCOPE AND CONDITIONS

The Createch Medical Guarantee covers the replacement of Createch Excellence Product Line and Createch Service Product Line ("Createch Product") with an equivalent product or the cost of a replacement.

MATERIAL GUARANTEE

If a Createch Product is defective as a result of a failure of the material strength and stability during the guarantee, Createch will replace the Createch Product at no cost (excluding any associated costs such as any treatments, lab fees, etc.).

PASSIVE FIT GUARANTEE

Createch Medical guarantees the passive fit of the frameworks on a model when a master model has been received for measuring purposes.

STRAUMANN IMPLANT GUARANTEE

Createch restorations on Straumann implants comes with the original Straumann connection. When restoring Straumann implants with a Createch solution, you also enjoy the lifetime (plus) guarantee* on the Straumann implants.

GUARANTEE ON OTHER IMPLANT SYSTEMS

If an implant was combined with a Createch Product, where Createch Medical has done the measuring of the master model, designed and milled the framework, and the implant manufacturer refuses to guarantee the implant because it was combined with an Createch Product, Createch Medical will reimburse the cost of the replacement implant (excluding any associated costs such as any treatments, lab fees etc.). The guarantee period of the Createch Medical Guarantee on the implant shall equal the guarantee period granted by the implant manufacturer on such implant.

GUARANTEE CONDITIONS

The guarantee for both Createch Product and implant becomes effective the day that framework is shipped from Createch Medical. The following guarantee conditions apply:

1. The Createch Product was used in compliance with Createch's instructions for use and the implant was used in compliance with the implant manufacturer's instructions for use, as the case may be, each valid at the time of treatment, as well as recognized dental procedures, during and after the treatment;
2. Good oral hygiene of the patient as monitored by the User;
3. The guarantee case is not resulting from an accident, a trauma or any other damage caused by the patient or a third party;

4. No guarantee for failure of implants, such as material or manufacturing defects;
5. In the case of an implant, submission of the original implant guarantee in writing plus evidence that the claim under the original guarantee was not approved by the implant manufacturer, and prove of the cost of the replacement implant; and
6. For customised Createch Product the User shall provide Createch Medical with the manufacturing data (Createch Guarantee Card).

3. GUARANTEE PERIOD

The guarantee for Createch products covers the following periods, subject to the conditions, limitations and exclusions:

- Lifetime guarantee from the date of shipment from Createch Medical for titanium and Cobalt-Chrome milled Createch Products.*
- Ten (10) years from the date of shipment from Createch Medical for titanium and Cobalt-Chrome additive Createch Products.*
- Five (5) years from the date of shipment from Createch Medical for aesthetic materials Createch Products.*

4. ELIGIBILITY AND CLAIM PROCEDURE

To receive benefits under this Createch Medical Guarantee, and for returning the Createch Product, the User must comply with all the following:

1. Filing of a completed and signed claim form no later than three months after an incident or failure has been detected.
2. Return of the Createch Product for assessment, properly cleaned and disinfected.
3. The cost of the return shipment shall be borne by User until the claim has been assessed and eligibility has been confirmed.

Independent from guarantee claims, complaints should be reported as soon as possible to comply with regulatory requirements.

5. GENERAL LIMITATIONS OF THE GUARANTEE

This Createch Medical Guarantee is the only guarantee provided by Createch Medical.

Createch Medical hereby disclaims any other warranties, express or implied including merchantability and fitness for a particular purpose and Createch Medical hereby excludes any liability for lost earnings, lost profits and direct or indirect damages as well as collateral and consequential damages, directly or indirectly related to Createch Product or third-party products, services or information.

6. GUARANTEE EXCLUSIONS

Createch Medical shall not provide benefits under this Createch Medical Guarantee if;

- the failure is caused by a trauma, an accident, or by any other damage caused by the patient or a third party; or
- the failure is caused by implants placed in patients with accepted contra-indicated conditions to successful implant integration, including but not limited to diseases related to alcoholism, uncontrolled diabetes, and habitual drug dependency; or
- the failure is due to normal wear and tear; or
- the Products have been modified, grinded, deburred or otherwise retouched.

For the avoidance of doubt, this Createch Medical Guarantee, and the benefits and remedies set out herein, shall be exhaustive with respect to the Createch Product and the subject matter of this Createch Medical Guarantee, and shall exclude any other rights, benefits and/or remedies, such as laboratory and clinical treatment related fees.

7. GUARANTEE TERRITORY

This Createch Medical Guarantee applies worldwide to Createch Product sold by a Createch Medical affiliated company or an official distributor of Createch Medical.

8. MODIFICATION OR TERMINATION OF THE GUARANTEE

Createch Medical may modify or terminate this Createch Medical Guarantee at any time in whole or in part. Changes to or the termination of the Createch Medical Guarantee will not affect the guarantee given under this Createch Medical Guarantee for Createch Product used by User and an implant implanted in a patient's mouth in combination with an Createch Product, as the case may be, prior to the date of the change or termination.

THIS CREATECH MEDICAL GUARANTEE IS VALID AS OF DECEMBER 15, 2021

*For more info see Straumann terms and conditions.

Summary of Createch Medical Guarantee Terms

EXCELLENCE LINE PRODUCTS	5 years guarantee period ¹	10 years guarantee period ²	Lifetime guarantee period ³	Coverage
Titanium and Cobalt Chrome (milled)				- Passive fit on model⁴ - Raw material compliance - Case traceability - Case design
Aesthetic material frameworks				
Titanium and Cobalt Chrome (SLM printed)				

SERVICE LINE PRODUCTS ⁵	5 years guarantee period ¹	10 years guarantee period ²	Lifetime guarantee period ³	Coverage
Titanium and Cobalt Chrome (milled)				- Passive fit on model⁴ - Raw material compliance - Case traceability
Aesthetic material frameworks				
Titanium and Cobalt Chrome (SLM printed)				

¹ Five (5) years from the date of shipment.

² Ten (10) years from the date of shipment.

³ Lifetime period from the date of shipment.

⁴ When master model is received.

⁵ When Createch Medical has done the measuring of the master model 'Passive Fit' on model is guaranteed.

CREATECH MEDICAL

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