

Warranty conditions

Cendres+Métaux guarantees the perfect quality of its products and materials upon delivery. This is the result of extensive research and development work, high-precision micromechanical manufacturing and process controls, and stringent quality controls.

Our dental products meet the requirements of the Medical Devices Directive 93/42/EEC and the new Regulation (EU) 2017/745 as well as those of the medical devices standard EN ISO 13485:2016. This entitles us to label our products with the CE mark.

1. Eligibility and scope of warranty

The warranty conditions (hereinafter referred to as the CM warranty) of Cendres+Métaux SA, Biel/Bienne, Switzerland, apply exclusively to the Cendres+Métaux products listed below and only to the benefit of the dental specialist, who is identified by name on the invoice.

No rights or claims may be derived from this warranty by third parties, in particular patients or intermediate suppliers.

Full warranty

The CM warranty covers the equivalent replacement of all defective devices in conjunction with the implant-supported restoration, in accordance with the overview table.

Limited warranty

In addition, Cendres+Métaux grants a limited warranty on implants and implant components that have been restored with a Cendres+Métaux product where the implant manufacturer has limited its warranty with regard to the use of third-party prosthetic products.

Warranty period	Products	Scope of the warranty
Full warranty 10 years	prosthetic.line All construction elements on natural teeth and implants	Replacement of the product free of charge in accordance with the stipulations of Section 2.
The warranty periods commence from the date of delivery of the product.	CM Connect components In accordance with the approval tests carried out by the legal manufacturer, the components of the CM-Connect portfolio can be safely used on the implants of any listed manufacturer, analogous to the original parts. This is also the case for the milling blanks used to machine individual implant abutments.	
Limited warranty	Implants from other implant manufacturers In the event of a warranty claim, if the implant manufacturer refuses to fulfill its warranty obligations due to the use of prosthetic products from third-party companies.	Reimbursement of implants and treatment costs up to a maximum of CHF 1,500.00
	Implant components from other implant manufacturers In the event of a warranty claim, if the implant manufacturer refuses to fulfill its warranty obligations due to the use of prosthetic products from third-party companies.	Reimbursement of implant components
No warranty claim	esthetic.line Materials from esthetic.line are processed by dental specialists, which invalidates the warranty claim. Digital solutions Customized medical prosthetics	

2. Warranty conditions

Cendres+Métaux warrants that a Cendres+Métaux product deemed to be defective will be replaced within the warranty period referred to in Section 1 with an identical or substantially equivalent product as that described in Section 1. In addition, Cendres+Métaux grants a 'limited warranty' as defined in Section 1 on implants and implant components from other implant manufacturers in the event that the manufacturer refuses to fulfill its warranty obligations due to the combination with Cendres+Métaux products.

Performance of the warranty shall be excluded in the following cases:

- Damage to utilized Cendres+Métaux components or third-party components due to external influences such as force, accident or improper handling in accordance with our instructions for use.
- Material and/or manufacturing defects of third-party components.
- Failure of Cendres+Métaux components or third-party components due to contraindications in patients (including, but not limited to, diseases such as alcoholism, uncontrolled diabetes and drug dependence).
- Damage arising from normal wear and tear or following modifications to the product that exceed its intended use.

Warranty claims must be reported to Cendres+Métaux or the official Cendres+Métaux distribution partner within thirty (30) days from the date on which the defect was discovered using the warranty form which must be accurately and fully completed (see warranty form in this document or as a separate file at www.cmsa.ch/docs).

The following warranty conditions must be cumulatively met and documented:

- Return of the defective Cendres+Métaux product incl. warranty form.
- Observance and implementation of the Cendres+Métaux instructions for use applicable at the time of treatment, as well as the recognized dental and technical procedures before, during and following the treatment of the patient.
- Adequate oral hygiene on the part of the patient, checked and confirmed by the healthcare professional.

- Documentation (e.g. X-ray) confirming that no contraindication existed (including but not limited to illnesses such as alcoholism, uncontrolled diabetes and drug dependence).
- In the case of warranty claims on components from third-party manufacturers, the following are required: Original invoice for reimbursement of costs and confirmation from the manufacturer that the latter will not provide any compensation due to the use of Cendres+Métaux products (e.g. warranty conditions).

3. Delimitations and Restrictions

This CM warranty is the sole warranty of Cendres+Métaux and supplements any explicit contractual or statutory guarantees.

Cendres+Métaux excludes all warranties, express or implied, including, but not limited to, all liability to any healthcare professional for loss of profit, direct or indirect damage, as well as incidental and consequential damages arising directly or indirectly in connection with Cendres+Métaux products, services or information.

4. Scope of application

The CM warranty (see overview table under Section 1) is valid worldwide for CM products sold by Cendres+Métaux, companies affiliated with Cendres+Métaux and official distribution partners of Cendres+Métaux.

5. Modification or termination of warranty fulfillment

Where necessary, Cendres+Métaux may modify or terminate the CM warranty at any time.

The version of the CM warranty valid at the time of purchase shall apply.

Warranty form.

Customer information

Name Customer number

Address Documented by

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Information about the incident (please complete only if sending implants)

Hygiene around the implant very good good average poor

Please describe why, in your opinion, the implant was lost or needed to be removed:

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The manufacturer accepts no liability under its warranty due to the combination with Cendres+Métaux products.

Yes No

If yes, please send all parts to Cendres+Métaux, including original invoices.

Information about the prosthetic

Type of restoration?

Crown Bridge Partial prosthesis (upper) Partial prosthesis (lower) Full prosthesis (upper)

Full denture (lower) Other:

When was the abutment used? (D/M/Y)

Date of abutment removal (D/M/Y)

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Was a torque attachment used?

Yes No Not known

Date of temporary restoration

Date of final restoration

Removal torque Ncm

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Were follow-up examinations performed?

Yes No

Case description:

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Product information

Legal manufacturer	Prod. no.	Batch no.	Inserted on (D/M/Y)	Removed on (D/M/Y)	Region
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General information about the patient

Patient ID no. Age

I confirm that the patient is not affected by the diseases listed under point 2.

“Please replace the products listed above in accordance with the warranty provisions.”

Signature: Date:

Note on returning items

Please return the completed warranty form, the autoclaved product and X-rays (if applicable).
Please use a padded shipping bag for the return – otherwise individual items may be lost during shipment and the warranty claim will lapse.
Please disinfect all products.

Data protection notice

By signing and submitting the warranty form, you expressly consent to the processing of the relevant personal data by Cendres+Métaux SA for the purposes of checking and processing the potential warranty claim. Personal data may also be disclosed to third parties for this purpose. Any such personal data will be deleted as soon as the aforementioned purpose of data processing has been fulfilled.

For internal use only

Complaint number