



OCO Biomedical RETURN POLICY & IMPLANT WARRANTY

RETURN POLICY:

All product must be in new and saleable condition (returned in the original packaging) with the manufacturing seals intact. Original invoice number and purchase date must accompany product to process the return. Returns adhering to the standards above will be eligible for the following:

0 - 30 days	cash or credit refund
30 - 60 days	exchange for same product or credit on account only
60 - 120 days	15% restocking fee and credit on account only
120 days - 1 year	implant only exchange for same product
>1 year	no returns or exchanges

- **All purchases of Regenerative Materials are final; no returns, credits, or exchanges.**
- **Surgical Kits can only be returned < 30 days for refund/credit and must not be used or autoclaved.**
- **Implants can be returned up to 1 year as stated above, and only once per product.**
- **Implants purchased with Kit Promotions are eligible for exchange only.**

The returned product must be enclosed in safe, protective packaging such as a padded envelope or box. Please mark the outside of the package to the attention of Returns. At the address below.

IMPLANT WARRANTY:

OCO Biomedical Dental Implants are warranted unconditionally against defects in material and workmanship for 5 years from purchase date. If a defect is found, please do not use the item. Simply return the item after notifying OCO Biomedical, and a replacement item will be delivered at no additional charge. Once we have received the item, one of our customer service staff will contact you with the status of your return. **Only five implants per year will be replaced.**

OCO Biomedical Dental Implants are also clinically warranted for 2 years from time of placement, if all conditions listed below are met.

- The implant was used with an OCO Biomedical abutment
- The implant is returned un-cleansed to OCO Biomedical
- A completed "Implant Incident Report" is returned (including lot number, catalog number and pre/post x-rays) to OCO Biomedical with the implant body
- The implant must be returned within 30 days of removal

**ALL OTHER PARTS AND ACCESSORIES WILL BE DISPOSITIONED ON AN INDIVIDUAL BASIS
A PIR (Product Incident Report) OR IIR (Implant Incident Report) MUST ACCOMPANY ALL RETURNED PRODUCT**

***The warranty covers only the cost of the implant and does not cover professional fees.*

RETURN ADDRESS:

OCO BIOMEDICAL, INC.
Attn: Returns
9550 San Mateo Blvd. NE, Suite C
Albuquerque, NM 87113
(505) 293-0025