

IMPORTANT NOTES ON MYPLANT'S ORDERING SERVICES

ORDER LINE AND SERVICE HOTLINE

We are at your service during the following times:

Monday – Thursday	8 a.m. – 6 p.m. Central European Time
Friday	8 a.m. – 5 p.m. Central European Time

DELIVERY SERVICE

Deliveries within the European Union will take place within three days.

Information regarding deliveries outside the European Union can be provided upon request.

RETURNS

- Only unused and unopened goods in original packaging.
- Within 30 days (valid from invoicing date) in conjunction with a copy invoice.

MYPLANT TWO IMPLANT GUARANTEE

The myplant two guarantee from myplant GmbH includes a lifetime warranty on all implants in their product portfolio. This applies to manufacturing and material faults as well as implants which have not osseo-integrated. Implants will be replaced free of charge by Hager & Meisinger GmbH.

EXCLUSION CRITERIA

Hager & Meisinger GmbH rejects any type of warranty or claims for damages due to inappropriate handling and non-compliance with the manufacturer's instructions.

Responsibility lies exclusively with the user and clinician.

OTHER EXCLUSION CRITERIA

Loss of implant due to external causes (accidents, trauma, incorrect treatment, etc.).

Loss of implant due to non-compliance with contraindications (intake of medication, abuse of drugs and alcohol, consumption of tobacco, physical disorders). Detailed information is given in the instructions for use.

Additional claims and subsequent damages, for example, laboratory costs and clinical follow-up treatment are excluded from warranty.

GUIDELINES

All myplant two items are to be used according to the instructions for use provided by the manufacturer. The use of non-original components as well as any type of modification may impair the function of the myplant two implant system and precludes any guarantee or replacement by Hager & Meisinger GmbH. This applies in particular to other application procedures that have not been recommended. System faults by mistaking tools and implants are to be minimized. Therefore, color coding and/or labelling should be observed. The processing and application of myplant two products takes place outside our control and is solely subject to the responsibility of the user. Any liability for such caused damages is excluded. Technical advice on the application of our products is verbal, in writing, via electronic media or demonstrations. This is based on state-of-the-art science and technology as known to us at the time of going to market. It does not absolve the user from the duty of personally checking the product, its indication-relevant suitability and training in the field of dento-alveolar surgery/implantology.

AVAILABILITY

Some of the myplant two products given in this documentation may not be available in all countries. Detailed information is available upon request from myplant GmbH.

ATTENTION

In addition to the warnings given in this document, our products are to be secured against aspiration when used intra-orally. Please observe the appropriate instructions for use as well as the manual for surgical and prosthetic procedures.

VALIDITY

The publication of this document voids all previous versions.

DOCUMENTATION

For further information on myplant two products, please refer to the relevant instructions for use or contact your myplant two representative.

REGULATORY REQUIREMENTS

Meisinger stands for high quality medical devices since 1888. The quality management system of a company which manufactures medical devices must meet specific special requirements. These extremely high requirements are defined in ISO 13485 and meticulously complied with by our company. A MDSAP certificate according to ISO 13485:2016 confirms compliance with the requirements of international authorities in the USA (FDA), Canada (Health Canada), Australia (TGR), Japan (MHLW) and Brazil (ANVISA). All medical devices which you purchase from us as a customer, comply with all applicable requirements of the Medical Device Directive 93/42/EEC. Our company is certified by an independent Notified Body and certification is performed according to the specifications of standards. Current certificates can be found on our homepage www.meisinger.de

