



Lifetime Implant Warranty Program*

Keystone Dental Group (“KDG”) offers a Lifetime Warranty Program, designed to give you and your patients peace of mind. By guaranteeing your patients’ implants for life, this comprehensive warranty program reflects Keystone Dental Group’s commitment to providing you the highest quality products and support. All KDG implants come with Keystone Dental’s Lifetime Warranty.

1. Period and Scope of Warranty

When you purchase a KDG implant, you are automatically enrolled in the Lifetime Warranty Program. No patient registration is required. Restored and unrestored KDG implants are eligible for the Keystone Dental Group Lifetime Warranty Program. Subject to the terms and conditions set forth in this warranty, if a KDG implant fails at any time, it will be replaced at no cost. If an eligible KDG implant fails after it has been restored with genuine KDG prosthetic components, KDG will also replace the replacement prosthetic components with equivalent product to the original parts free of charge.

2. Extended Osteon Warranty

If an eligible KDG implant fails within three (3) years, and the implants have been used in conjunction with Osteon products, KDG will replace such Osteon products free of charge. If the implant failure occurs between years four (4) to six (6) after installation of the KDG implant, KDG will bear 50% of the cost to replace the Osteon products.

3. Eligibility

The warranty outlined below is exclusively for the benefit of eligible dentists, physicians and dental technicians who purchase an implant from KDG (each a “Treatment Provider”) and is not for the benefit of any other person or entity, including any patients and other intermediate suppliers. In addition, in order to be eligible for warranty coverage, and without limitation of the other terms and conditions of this Lifetime Warranty Program:

- Warranty claims must be reported to KDG within thirty (30) days from the date on which the claimed defect was discovered.
- Implants must be purchased from Keystone Dental Group.
- Original KDG components must have been used through the entire restoration.
- Warranty only applies to implants that fail to osseointegrate.
All procedures using the warranted product must be performed in accordance with Keystone Dental Group’s recommended instructions for use and published scientific literature, as well as generally accepted dental practices.
- The participating Treatment Provider must be current in all amounts owed to Keystone Dental Group at the time the claim form is received to be eligible for warranty benefits.
- Implants must be placed and restored in accordance with guidelines contained in Keystone Dental Group’s Surgical and Prosthetic Manuals.
- The Treatment Provider must provide signed confirmation that the patient complies with generally accepted standards of good oral hygiene. For implants, oral hygiene maintenance examinations twice a year are recommended.

Any non-compliance with all the points above will make the warranties set out in this Lifetime Warranty Program null and void.

4. Claim Procedure

To process a claim, simply contact Keystone Dental's Customer Support within 30 days of the incident. Customer Support will provide you with a "Product Incident Report" to be completed. Once the "Product Incident Report" has been filled out completely and returned to the Customer Support team, your warranty replacement request will be processed. All Warranty claims must include all product information (Product Number and Lot) of the Implant(s), Prosthetic(s) to Keystone Dental sterilized, along with a copy of the "Product Incident Report".

5. General Limitations of the Warranty

With the exception of the warranty specified in these terms and conditions, neither Keystone Dental Group nor any representatives or other third parties which manufacture or distribute Keystone Dental Group implants, make any representation, warranty, covenant or other undertaking, expressed or implied, written or oral, with respect to the Products, including (without limitation) any implied warranties of merchantability, durability or fitness for a particular use or purpose.

- In addition, and to the maximum extent permitted under the applicable law, Keystone Dental Group disclaims (on behalf of itself and any of its representatives or other third parties which manufacture or distribute the Products) any and all liability with respect to lost earnings, incomes or profits, failure of the clinician to conform to generally accepted standards of dental practices and any other direct or indirect, incidental or consequential damages resulting or arising from the design, composition, condition, use or performance of the Products.

With the exception of any replacement of Osteon products pursuant to the provisions of Paragraph 2 above, if applicable, Keystone Dental Group's only liability under this Lifetime Warranty Program shall be to replace the original implant product (limited to implant, cover screw, and healing abutment). Such replacement, and the replacement of any Osteon products as provided in Paragraph 2 of this Lifetime Warranty Program, are the exclusive remedies available to a Treatment Provider under this Lifetime Warranty Program.

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6. Warranty Exclusions

This Lifetime Warranty Program does not apply to any implants or components that are custom designed or specially manufactured or modified at the request of or by the treating Treatment Provider. In addition, KDG shall not provide benefits under these terms and conditions if:

- The failure is caused by a trauma, an accident, or by any other damage caused by the patient or a third party.
- The failure is caused by implant placed in the patient with accepted contraindicated conditions to successful implant integration, including but not limited to diseases related to alcoholism, uncontrolled diabetes, and habitual drug dependency.

For the avoidance of doubt, this Lifetime Warranty Program, and the benefits set out herein, shall be exhaustive with respect to the KDG implants and the Osteon product described herein, and shall exclude any other rights, benefits, and/or remedies, such as laboratory and clinical treatment related fees.

7. Termination/Modification of the Lifetime Warranty

Keystone Dental reserves the right to modify or terminate this Lifetime Warranty Program at any time without notice; provided, however, any modification or termination that occurs after the date of purchase shall in no way reduce benefits under this program for implants purchased prior to the date of termination. In addition, Keystone Dental Group reserves the right to terminate the eligibility of any participating Treatment Provider from the Lifetime Warranty Program by providing 60 days prior written notice of such action.

**Implants purchased through KDG distributors/third parties are not eligible for the KDG Lifetime Implant Warranty Program. This Warranty does not apply to claims related to prosthetic components only. Number of claims per claimant cannot exceed a ratio >95% implant survival rate or 1 in 20 cases.¹*
