3M ESPE MDI Mini Dental Implant Terms and Conditions
Effective March 1, 2011

3M ESPE focuses on dental applications and the development of new technology to simplify dentistry and significantly improve the lives of our customers globally. IMTEC, now part of 3M ESPE, originally created a revolution in implantology with the introduction of the IMTEC MDI Implant system and has grown into the global leader in small diameter implants, now the 3M ESPE MDI mini dental implant system. As a progressive company, 3M ESPE continues to provide innovative solutions through our line of implants, dental products and digital dentistry technology that reflect our expertise in minimally invasive implantology.

3M ESPE is committed to help redefine the evolving field of dentistry, with the goal of providing products and services that transform the way clinicians practice today and significantly improve the lives of our customers globally.

MDI Mini Dental Implant System

Great care is taken in the selection of materials, production methods, sterilization and packaging of 3M ESPE dental implants and associated components. Strict inspection procedures have been established to ensure all 3M ESPE dental implant products are in compliance with an array of regulatory standards. 3M ESPE dental implant products are manufactured under a certified ISO 13485 quality system and FDA's Good Manufacturing Practices (GMP). In addition, they meet the stringent European Medical Device Directive and thus can carry the CE mark. 3M ESPE dental implant products have been cleared by the Food and Drug Administration (FDA) to be marketed and sold in the United States. This demonstrates 3M ESPE's commitment to quality and patient safety.

Quality

3M ESPE dental implant products meet the rigid specifications of the medical device regulations. Many of the products and components are subject to 100% inspection during various stages of production.

Packaging

MDI implants and sterile components utilize packaging configurations that have been validated to provide clean, sterile barriers for a duration of at least five years. Each sterile device includes a removable patient chart label for future referencing and simplified record keeping. Dental instrumentation and components are provided non-sterile unless otherwise noted.

Commitment

Our commitment is to provide the dental profession with state of the art, cost effective dental implants and associated products, coupled with competent, reliable customer service. We stand ready to serve you at all times. Please visit our user friendly website at www.3MESPE.com/implants, or call our toll free number, 1-800-634-2249 X 2 today.

MDI Implant Products - Limited Warranty

3M ESPE warrants to the purchaser that its dental implant products will be free from defects in material and manufacture for the period stated in the product literature for each product. If no period is stated, the warranty period is 1 year from the date of shipment. 3M ESPE MAKES NO OTHER WARRANTIES INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. User is responsible for evaluating whether a product is appropriate for a particular use or application.
3M ESPE’s sole obligation and the buyer’s sole remedy in the event of any claimed defect shall be, at 3M ESPE’s option, repair or replacement of the product, or refund of the purchase price. Written notice of claimed defect must be received by 3M ESPE within reasonable time after discovery not to exceed one year from the date of delivery. Except where prohibited by law, 3M ESPE shall not be liable for any loss or damage arising from its dental implant products, whether direct, indirect, special, consequential, regardless of the theory asserted, including warranty, contract, negligence or strict liability. 3M ESPE neither assumes, nor authorizes any other person to assume on its behalf any additional liability or responsibility in connection with its dental implant products. Defects misuse, neglect, accident or failure to follow recommended procedures or instructions for use or by modification by the buyer or user voids any 3M ESPE dental implant product warranty. CAUTION: United States laws restrict the sale of any 3M ESPE dental implant product or device to licensed physicians, dentists or dental specialists.

Ordering Information
Mail: 3M ESPE PO Box 19582 Irvine, CA 92623-9582
Phone: 1-800-634-2249 X 2
Fax: 1-800-888-3132
On Line: www.3MEPSE.com/implants
Order Line Hours: 8:00-5:00 Central Time

Minimum Order
$200.00 – A handling charge of $25.00 will be added to orders below this amount. No minimum order for orders placed On-Line @ www.3MEPSE.com/implants

Payment Terms
Credit Card (Visa, MasterCard, American Express).

Shipping Policy
Shipments are made F.O.B. shipping point Irvine, California. There is no freight charge for ground transportation. Next day, 2nd day, three day, and Saturday delivery available at an additional charge. For same day shipment, order must be received by 3:00 PM Central. Clinicians are cautioned not to accept packages with exterior damage. If there are shortages or questions, please notify the company within ten days.

Return Policy
In the event you choose to return any 3M ESPE dental implant product, you will require a Return Merchandise Authorization (RMA) number. An RMA number can be obtained simply by calling your MDI Implant Sales Representative at 1-800-634-2249 X 2 within 90 days of the invoice date. Please package all return items in original, unopened and undamaged packaging with the RMA number clearly printed on the outside of the package. A 15% restocking fee will be applied to all qualifying returned items, and a refund will be made in the form of original payment.

Note: Any package returned without a valid RGA number clearly printed on the outside of the package will be refused and returned at the sender’s expense. Any opened product will not be accepted.