



Return/Exchange Policy & Return Form

For returns or exchange of product please contact your local distributor or Southern Implants Customer Service Department at:

Phone: 1-866-700-2100 or 1-949-273-8505 • **Fax:** 1-949-273-8508 • **E-mail:** customerservice@southernimplants.us

Thank you for ordering Southern Implants products. It is our commitment to provide you with the highest quality dental products. However, should you encounter the need to exchange or return product, please review and complete the table below and allow for proper processing of your return/exchange.

Southern Implants Inc. traces all products to the original invoice and lot numbers and all product returns are based on the terms and conditions of the original invoice.

Medical Device Reporting: If you experience a problem with Southern Implants Inc. products that you believe might fall under the scope of the Medical Device Reporting regulations, please contact your local distributor or Southern Implants Inc. Customer Service Department immediately.

Product returns must be unopened, undamaged and received within 30 days of the invoice date for full refund or credit accompanied by this completed form. Products received within 31-90 days of the invoice date are subject to a 15% restocking fee. No returns over 90 days from invoice date are accepted. Credit card purchases will be credited to the same credit card account. Please contact your local distributor or Southern Implants Customer Service Department for the return of defective products.

Please, complete the information and send it to your local distributor or Southern Implants Inc. Customer Service Department:

Doctors Name: _____ Contact Person: _____

Address: _____ Phone: _____

Fax: _____ E-mail: _____

Catalog #	Lot#	Invoice#	Qty	Reason for Return	Tooth#	Placement Date	Restoration Date

Note: All implants and restorative components to be returned or exchanged, shall be returned to Southern Implants.

Products which have been in contact with body fluids must be in a sealed container and sterilized, or identified as "Biohazard".

Account#:	Received date:	COMPANY USE ONLY
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Southern Implants Inc.

Warranty Terms and Conditions

Thank you for ordering Southern Implants products. It is our commitment to provide you with the highest quality dental products.

General Limited Warranty: Southern Implants, Inc. warrants that its products will be free of defects in material and/or workmanship and shall be of merchantable quality. This warranty applies only to the original purchaser. In the event of a defect, please notify Southern Implants Inc. Customer Service Department of the defect prior to returning product. Southern Implants Inc., at its option will either repair or replace the product. Southern Implants Inc. also offers a Limited Lifetime Warranty on implants and restorative components. Southern Implants Inc. makes no other warranties, express or implied, except as set forth above.

Limitations: Purchaser assumes all risks and liability from the use of these products, whether used separately or in combination with other products not from Southern Implants Inc. Southern Implants Inc. strongly recommends proper implant training and strict adherence to surgical and prosthetic protocols as well as instructions for use when they accompany our products.

Southern Implants Inc. reserves the right to improve, modify or discontinue products at any time, or change specifications without prior notice and without incurring liability.

Pricing: Prices are subject to change without prior notice.

Payment Terms and Options: Prepayment for first-time orders may be required. For your convenience, we accept VISA, MasterCard, Discover and American Express. Please remit invoice payments by check to: Southern Implants Inc., 5 Holland, Bldg. 209, Irvine, CA 92618. A \$20 fee will be applied to your account for any returned checks. Southern Implants accepts payments by bank wire transfer. Please contact our Customer Service Department for details.

Shipping: Orders will be processed the same day if received before 2:00 pm PST/5:00 EST and shipped within the continental US and Canada by second day delivery, unless otherwise specified.

Please contact the Southern Implants Customer Service Department with any questions.



Southern Implants Corporate Office 5 Holland, Bldg. 209 Irvine, CA 92618

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