

# Warranty Form

3D Openminds B.V. Productioncentre

## Contact details

Company name:	
Contact person:	
Phone number:	
E-mail:	

## Warranty claim

Claim date:	
Delivery note ID:	
Case reference:	

## Case description

*(mark for which material you are asking warranty)*

### Milled structures

- Zirkonium
- Zirkonium Multi Layered
- GC Lisi
- GC Cerasmart270
- GC LRF
- E.Max CAD
- Titanium Grade 5
- Chrome-Cobalt
- Graphenano
- PMMA
- PMMA Multi Layered

### 3D Print structures

- GC Temp Print *(Temporary crown & bridges)*
- DentaModel *(Sand colored print model)*
- DentaForm *(Grey colored print model)*
- DentaTRY *(Tooth colored crown & bridge material)*
- DentaCast Green *(Castable material)*
- IBT *(Bitesplint / surgical trays)*
- DentaGuide *(splints)*
- Detax Denture *(Protheses base)*
- DentaGUM *(Gum mask)*

**Material shade:** *(if applicable)*

**Number of units:**

**Warranty description** *(Tell us why you are asking for a warranty)*

This filled in documents needs to come back to 3D Openminds B.V.'s offices together with the work piece you are asking warranty for. Otherwise warranty claims will not be accepted.

## Waranty terms structures

3D Openminds B.V. will evaluate the workpiece for warranty when the workpiece arrives with us together with this form. Below is explained in which cases a warranty will be provided for both milled and 3D printed structures.

The production process and the warranty is something that many customers are rightly concerned about. Below we describe how the warranty on our products are guaranteed as follows:

- **We only work with products that are CE certified.**
- **Our production process is ISO 13485 certified.**

### Warranty on cracks/Breakage

3D Openminds B.V. is responsible for the guarantee on structures that do not comply due to breakage. However, we do make a difference between structures that we have designed ourselves and structures that are sent to us ready-made.

When 3D Openminds B.V. designs a structure on behalf of the customer and it no longer meets the necessary requirements due to a break, 3D Openminds B.V. guarantee the replacement of the milled structure free of charge within the foreseen warranty period.

If the structure is not made by 3D Openminds B.V., we will evaluate the digital files together with the broken structure. This on thickness of the structure, undercuts (in case of natural elements) or a too high divergence (in the case of implants). These are criteria that are not checked by 3D Openminds B.V. when the files come in.

If the structure is not made by 3D Openminds B.V. and it meets the required criteria, 3D Openminds B.V. guarantee the free remake of the structure within the foreseen warranty period.

If 3D Openminds B.V. agrees to recreate the structure at its own expense, the customer cannot choose to make any change in shade or material. If the customer still wants a different shade or material, 3D Openminds B.V. will not remake the workpiece under warranty.

### Warranty on shade

3D Openminds B.V. guarantees the warranty on structures that do not comply due to shade deviations. However, this only applies to the zirconium structures that 3D Openminds B.V. shade by itself, and not for the following: Zirconium Multi layered, GC Lisi, GC Cerasmart270, GC LRF, E.max CAD, Graphenano, PMMA and PMMA Multi Layered. With these materials, the customer is responsible for the chosen shade and 3D Openminds B.V. will invoice the customer again when requesting a new shade.

If 3D Openminds B.V. agrees to remake the structure at its own cost and within the warranty period, the customer cannot choose to make a change in material. If the customer still wants to choose a different material, 3D Openminds B.V. do not remake the workpiece under warranty but invoice the customer again.

### Warranty on fitting

3D Openminds B.V. guarantees the warranty on structures that do not comply as a result of an insufficiently good fit on both natural elements and implants. However, we make a difference between structures that we have designed ourselves on behalf of the customer and structures that are supplied to us ready-made.

For structures that 3D Openminds B.V. designs on behalf of the customer, we can also make a difference here between orders that we receive physically (plaster models) and files that we receive digitally.

For works that are physically sent to 3D Openminds B.V. we guarantee the accuracy of the scanning of the workpiece. However, we will only make work on natural elements on which we notice that the insertion direction of the dies are not parallel to each other with the approval of the customer. If it turns out that the structure does not fit properly, this is at the risk and expense of the customer. This also applies if the divergence on implant workpieces is too high.

For works that are digitally sent to 3D Openminds B.V. we do not guarantee the accuracy of the scanning of the workpiece. 3D Openminds B.V. will evaluate the scans as best as possible for parallelism (on natural elements) or divergence (on implants). If 3D Openminds B.V. notices that the scans are not good enough, we will be communicated to the customer. 3D Openminds B.V. then waits for new scans that are acceptable or for an agreement from the customer that the workpiece may nevertheless be manufactured at your own risk. If it appears that there are criteria that do not meet and the customer still wishes to continue with the workpiece, 3D Openminds B.V. not guarantee any warranty.

Turns out that 3D Openminds B.V. made a mistake during the production process, we will be responsible for remaking the workpiece free of charge within the applicable warranty period.

With regard to structures that we receive whereby 3D Openminds B.V. has not done the design of the structure, 3D Openminds B.V. does not guarantee any warranty and the customer is responsible for the structures supplied. However, the customer can send us a physical model and ask if we want to do a quality analysis on it. 3D Openminds B.V. will then scan the model for a fee before the work goes into production and compare it with the supplied workpieces. If it then appears that an insufficiently good structure has been created, 3D Openminds B.V. guarantee the remaking of the workpiece within the applicable warranty period.

If 3D Openminds B.V. agrees to remake the structure at its own cost and within the warranty period, the customer cannot choose to make a change in material. If the customer still wants to choose a different material, 3D Openminds B.V. will not remake the work under warranty but invoice the customer again.

### Warranty on failed prints

3D Openminds B.V. guarantees the warranty on structures or models that do not comply due to misprints. Misprints mean that the model or structure has not been printed as designed. This can be designed by 3D Openminds B.V. or by the customer. If it turns out that the model or structure does not look the same as it was designed, 3D Openminds B.V. guarantee the free remaking of the model or structure within the applicable warranty period.

However, support pins are not applicable on this because they are needed during the production process.

Warranty provision	Warranty period
3D PRINT constructions and models	30 Days
CAD/CAM constructions and bars: <b>Titanium / Chrome-Cobalt</b>	10 Years
CAD/CAM constructions: <b>Ceramic/Resin</b>	5 Years
CAD/CAM constructions: <b>Zirkonium/Zirkonium Multi Layered</b>	5 Years
CAD/CAM constructions on shade: <b>Zirkonium (Colored by 3D Openminds)</b>	30 Days

The warranty period will start from the moment the workpiece arrives at the customer.

