

A close-up photograph showing two hands holding several cardboard boxes. The hand on the left is a woman's with pink nail polish, holding a white box. The hand on the right is a man's in a blue and white checkered shirt, holding a brown box. The boxes are stacked, with a white box on top and a brown box below it. The background is a blurred indoor setting with a window and a person in a pink shirt.

EXCHANGE AND RETURN POLICY

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Implacil Osstem Material Odontológico S.A.

1. EXCHANGE DUE TO DEFECT

The customer shall have the right to exchange whenever the purchased product presents a manufacturing defect.

The exchange due to defect must be requested strictly within the legal term of thirty (30) days calculated from the date of its receipt, and after such period Implacil Osstem shall not be held liable or obliged to exchange it.

The request for exchange due to defect must observe the **Customer Complaint Policy**, with the opening of a ticket by the customer, upon completion of the form available at: <https://implacil.com.br/formulario-de-reclamacao-de-cliente/>.

Once the request is registered by the customer within the period informed above, Implacil Osstem will contact the customer at the telephone numbers and e-mail addresses indicated in the form, for the collection of the product. Once the product is collected by Implacil Osstem or delivered by the customer at Implacil Osstem (Rua Cesário Ramalho, 821 – 01521-000, Cambuci, São Paulo – SP), Implacil Osstem shall have a period of up to fifteen (15) days to verify if the product has any manufacturing defect.

If the defect is confirmed, the customer shall have the right to receive a new product, identical to the defective one, at the expense of Implacil Osstem within a period not exceeding five (5) business days calculated from such confirmation, being delivered to the same address as the original purchase.

If the defect is **not** confirmed, the product will be placed at the customer's disposal at Implacil Osstem (Rua Cesário Ramalho, 821 – 01521-000, Cambuci, São Paulo – SP), with the customer bearing the administrative costs, including confirmation tests and transportation of the product, equivalent to twenty percent (20%) of the product value.

2. RETURN

The return of products due to desistance may be performed by the customer, provided it is manifested within the strict and non-extendable period of five (5) days after its receipt, under penalty of loss of such right.

The return due to desistance is conditioned upon the payment by the customer to Implacil Osstem of an administration fee of twenty percent (20%) on the value of the product, due in cash, at the moment of acceptance of the return, as reimbursement of indirect and direct costs of Implacil Osstem.

Implacil Osstem grants such right to its customers by mere liberality and without legal obligation, observing the terms below.

3. EXCHANGE FOR OTHER PRODUCTS

The customer may request the exchange of purchased products for other products marketed by Implacil Osstem, observing the rules below.

The exchange for another product will only be performed for the **CPF** or **CNPJ** that purchased it.

The exchange for other products may be requested within a maximum period of **twelve (12) months** calculated from the date of its acquisition, and provided that Implacil Osstem has such products available for commercialization.

The **exchange credit** will be based on the value paid for the returned products:

- Exchange of products of the same family **Implants** or **Components** - The percentage of discount received on the date of purchase of the product to be exchanged will be maintained. Example: Conical Implant HI 3.5x09 for Conical Implant HI 3.5X11 = No difference in values as they are products of the same family.
- Exchange of products between **different families** - The credit corresponds to the value paid for the returned item. This credit may be used for the acquisition of any product from the portfolio of implants or components, applying to the new product purchased the price and discount in force on the date of the exchange. Example: Mini Conical HI for Mini Conical CM = Values will be calculated by the list value in force, both for the returned items and for the new items purchased.

4. PROCEDURE FOR RETURN OR EXCHANGE OF PRODUCTS

The customer must mandatorily fill out the **Exchange/Return Form**, available on the Implacil Osstem website, and attach a copy of the purchase invoice. If the product is sent without the duly filled form, the customer will have a maximum period of five (5) days to send it. After this period, if the form is not received, Implacil Osstem will return the sent products to the sender's address.

5. GENERAL CONDITIONS FOR RETURN OR EXCHANGE OF PRODUCTS

For the return or exchange of products to be accepted, the following conditions must be observed:

- The product must be in its **original packaging, intact, without signs of use or violation**. The packaging must be in perfect condition.
- **Exchanges of products whose expiration date has expired will not be accepted**. Furthermore, **products with validity of less than six (6) months at the time of the return request will not be accepted**.
- The sending of products must be done directly to Implacil. We are not responsible for products sent by sales consultants or commercial representatives.

6. NOT ELIGIBLE FOR RETURN OR EXCHANGE OF PRODUCTS

The following products cannot be returned or exchanged:

- **Bonus products** (free or in special promotions).
- **Thermolabile products** (biomaterials) such as Extra Graft and Membranes.
- Products out of the validity period or with less than 6 months to expiration.

7. EXCHANGE OR RETURN OF DISTRIBUTED PRODUCTS

Distributed products are considered those that are not manufactured by Implacil Osstem, but rather marketed by the company. For example: motors, contra-angles, scanners, and other equipment and third-party products.

Distributed products that present **defects** must be forwarded directly to the **Authorized Technical Assistance of the manufacturer**. Information regarding authorized technical assistance services is available on our website or can be obtained through our Customer Service.

8. ACCEPTANCE OF THE EXCHANGE AND RETURN POLICY

This policy shall be considered accepted at the time of purchase. Implacil Osstem keeps this document **available on the website** for consultation at any time. Implacil Osstem does not sell products to consumers, final recipients of the products.

9. QUALITY WARRANTY

Implacil Osstem ensures the **quality and safety** of its products. All items undergo rigorous quality controls before being sent to customers. Defective products may be exchanged as described above, provided the defect is proven.

10. POLICY UPDATE

This exchange and return policy comes into force as of **01/01/2025** and replaces any previous versions. Implacil Osstem reserves the right to alter its policies at any time, respecting the norms in force of the Consumer Protection Code.



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