



### Warranty-Replacement Policy

- Compartis ISUS overdenture bars and bridges have a **10-year guarantee** on the original milled structure.
- All CAD designs will be approved by the customer / laboratory technician prior to milling. If a structure was milled to the specs of the approved design file, and it fits the model appropriately but does not fit at patient try-in, the product is not considered defective. Only verified defects relating to the milling of the structure will be replaced at no charge. Errors in the CAD design model file are not covered under this warranty replacement policy.
- When it is determined that a defect was caused by the milling process, DENTSPLY Prosthetics will replace the structure in equal size to the structure returned. The replacement must be based on the original design file only, no substitutions.
- Structures designed with extensions in excess of 8mm are not warranted.
- Contact **DENTSPLY Compartis ISUS Lab Technical Service at 1-800-487-0100 x51030** within 10 days to report any defects in the structure and to be issued an RMA Services Number for return of the product.
- Send the defective structure to **Compartis ISUS Customer Service 570 W. College Ave, York, PA 17405**, in the ISUS shipping box with the protective foam insert in place. It is important that the returned structure arrives on the model and undamaged so it can be inspected for replacement. If the ISUS shipping box is not available, please take precaution in packaging the return so that it is well protected. Damaged returns will not be accepted for replacement.
- Upon receiving the defective structure, a DENTSPLY Lab Technician will evaluate the structure, and then contact the lab to discuss the cause for the defect.

Please sign below in acknowledgement that you have read and understand the Compartis ISUS Warranty-Replacement policy.

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*Lab Representative*

\_\_\_\_\_  
*Date*

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*DENTSPLY Representative*

\_\_\_\_\_  
*Date*