



# Terms and Conditions

Neoss Ltd

## Neoss Individual Prosthetics

### Product description

Custom made abutment, framework in titanium (Ti), cobalt chrome (CoCr) and custom made abutment made in zirconia (ZrO) with accompanying abutment screws for selected implant platforms. Screws only to be used with screwdrivers compatible with the original implant system and platform. A selection of attachments can be incorporated into the framework. Available abutments, frameworks, platforms, attachments and related products are described in corresponding pricelist and order form.

### Ordering and delivery time

Standard delivery is 7 Working days from order confirmation by Neoss to delivery to the customer (see exceptions below).

The customer must complete the entire order. When sending a model, the order is sent with the model, and a copy of the order is sent via email to Neoss orders Department.

### Delivery of model to Neoss

The customer is responsible for shipment including shipping cost of the model and wax-up/frame work to the Neoss Scan Centre, Im MediaPark 8, 50670 Köln, Germany.

The customer must ensure the packaging is appropriate and can protect the model and wax up/framework. Neoss is not responsible for the condition of the package on its arrival at Neoss.

For the production of Bars a prosthetic Wax-Up must be included – otherwise production can be cancelled or delayed.

Neoss cannot be held responsible for any models not received /lost /or damaged during shipment from the customer to Neoss.

### Delivery from Neoss

Neoss will ship the work via courier to the customer in appropriate packaging. Neoss cannot be held responsible for delay due to a courier fault or Force majeure. There is a separate charge made to the customer for this shipment. A tracking number is provided via email to the customer upon request.

### Warranty

Neoss provides a 5 year warranty on this product unless the framework is reworked or altered in anyway. The warranty only covers the remake of the framework.

### Cancellation

A customer may only cancel an order once submitted, if upon order confirmation the delivery date is 10 days from the date of order confirmation, this cancellation must be made within 24 hours of confirmation receipt. It is the customer's responsibility to monitor confirmation via email. If the customer fails to cancel the order within the 24 hour time limit, the order with the revised delivery date will be deemed to have been accepted by the customer.

### Design

In cases where Neoss creates and prepares a design and/or scan file, further charges may apply. In such cases the design will be sent to the customer and must be approved prior to manufacture. Any days taken to approve the design will be added to the delivery working days

### Production requirements

- Model with minimum 2 mm visible of the replicas (soft tissue). If soft tissue mask is used, then it should be removable and extend under the total length of the pattern.
- Polishing of 0 degree surface on Bars requires stone model.
- Replicas to be securely attached in the model without any movements or damage. Replicas should be originals and new.
- The implants may not have a total divergence larger then that the framework can be fitted on the model without adjustment. The total difference between the implants/abutments should not be more than 40° (30° degrees for ZrO abutments).
- Wax-up/pattern to be made in acrylic with temporary/provisional cylinders attached with screws fitting to the model.
- Minimum space between two temporary/provisional cylinders is 1 mm. If not, Neoss cannot guarantee that seatings can be separately milled.
- Mark the model and framework with the customer name or ID nr using waterproof marking.
- The pattern needs to be at least 3 mm in height and with a 2 mm thickness between implants and should not exceed a total height of 25 mm. If higher than 16 mm then an additional charge will be applied for every additional mm. Cantilever needs to be at least 5 mm in height and with a 3 mm thickness.
- Minimum thickness of material adjacent to screw access holes or screw head seatings is 1 mm for multiple restorations and 0,5 mm for abutments in Ti or CoCr. ZrO abutments require a minimum wall thickness of 0,8 mm for the complete structure.
- Broken pattern or pattern with insufficient quality will be returned for adjustment on the customer's expense.
- Maximal 15 mm extension behind last implant on a full framework. Maximal 6 mm extension behind last implant on a partial framework.
- The maximum dimensions for abutments are 15 mm wide and 15 mm high when centered (10x15 mm if narrow implants).
- In multiple unit cases where the customer is providing a scan file to Neoss, the scanning must be made using Neoss provided scan bodies. A scan body for each implant is required during scanning.
- If the model, pattern and/or order do not adhere to the requirements above but still be able to be processed, the customer will be contacted in order to decide whether Neoss shall process the order under the condition that Neoss will not warrant claims including the fit. The customer will be responsible for any additional cost incurred. Delivery times may be extended in this case.

All communication in these matters must be in written format and recorded for future reference.

**The customer is responsible for making the patient aware of the statement concerning customized devices ref MDD 93/42/EC.**

**Neoss Standard Terms and Conditions apply.**

By signing this document you accept all Neoss Terms and Conditions.

Customer No.

Date \_\_\_\_\_ Name \_\_\_\_\_ Signature \_\_\_\_\_

(IN BLOCK CAPITALS)