**Nobel Biocare North America**

**General terms and conditions – 2025**

1. To place an order

Orders for Nobel Biocare products may be placed online, by mail, telephone, fax, or through a Nobel Biocare Representative. All orders will be processed through Nobel Biocare. All orders placed before 12:00 p.m. Pacific Time will be shipped the same day, pending product availability. NobelProcera® individualized (i.e., customized) products will be delivered from Mahwah, New Jersey, based on product-specific lead times.

2. Terms and billing

2.1. Payment terms

Initial purchase is to be paid by credit card. Future payments may be made using MasterCard, Visa, or American Express, or billed as Net 30 days. Our standard terms of payment are by credit card or billed as Net 30 days. Leasing options are available; please contact the Accounting Department at 1 800 993 8100 (option #8) to confirm eligibility.

2.2. Shipping charges and title to goods
Shipments are made either freight collect or paid by Nobel Biocare and added to the invoice. Unless special instructions are received with the customer’s order, the shipping method will be at Nobel Biocare’s option. All shipments will be made Carriage and Insurance Paid “CIP” (Incoterms 2010). Delivery will be deemed complete, and legal title and all risk of loss or damage to the Products will pass to buyer, upon delivery to the carrier.

2.3. Order confirmation
When an order is placed to purchase a product, the order represents an offer to Nobel Biocare to purchase a product. The order is accepted by Nobel Biocare when either a written confirmation of the order (e.g., by email or fax) is sent to customer, or product is transferred to carrier for delivery to customer without written confirmation. Any products on the same order, which have not been confirmed in writing or by shipment to customer, do not form part of the contract between customer and Nobel Biocare.

3. System Guarantee Program

Nobel Biocare implants and abutments are covered by a unique comprehensive Lifetime System Guarantee Program.

4. NobelProcera® terms and conditions

– 10-year warranty on all NobelProcera Products.

– Does not cover additional costs like dental lab material or labor costs – only NobelProcera Products.

– The handling of the products must comply with the instructions from Nobel Biocare as published at the time for the preparation and treatment.

– Does not cover failures due to trauma.

– Complaints are to be sent by using the NobelProcera Software with the original file names and the appropriate complaint codes.

5. Nobel Biocare Return Policy

Nobel Biocare offers you the opportunity to return Products1 purchased from Nobel Biocare to the terms and conditions set out in this Return Policy:

5.1.
You may return Products purchased from Nobel Biocare within sixty (60) days from the invoice date of the respective Products.

5.2.
The purchase price for returned Products will be credited to your Nobel Biocare customer account.

5.3.
You may also return Products purchased from Nobel Biocare within twelve (12) months from the invoice date of the respective Products against an order of Nobel Biocare products of a value equal to or higher than the value of the returned Products.

5.4.
You may only return Products that are still in their intact original packaging. In particular, the original packaging and the Products may not be damaged, marked, or otherwise altered.

5.5.
No product tied to a promotion may be returned for credit; exchange only.

5.6.
Nobel Biocare may modify or terminate this Return Policy at any time in whole or in part. Changes to or the termination of the Return Policy will not affect the return rights granted under this Return Policy for Products purchased prior to the date of the change or termination.

5.7.
This Return Policy sets forth the entire understanding regarding the return and exchange of Products and supersedes all prior agreements and discussions relating to the return and exchange of Products. This Return Policy applies to all Nobel Biocare companies.

5.8
Capital equipment and third-party products are excluded from this Return Policy.

5.9
Regenerative product will require a signed Return Authorization Form Regenerative Material (PRO 186200 606) stating product has been stored at the required storage conditions as indicated on the product label. The form can be returned along with the product as a hard copy or via email. Product should be sent within a 72-hour time frame in order to be accepted back into inventory.

6. Shipping discrepancies

Any shipping discrepancies should be reported to customer support within 48 hours of receipt of shipment.

7. Repairs

Should any instrumentation require repair, please contact customer support at 1 800 322 5001 (US) or 1 800 939 9394 (Canada). The representative will issue you instructions on how to proceed with the repair.

Caution

Federal (United States/Canada) law restricts this device to sale by or on the order of a licensed clinician, medical professional or physician.

Purchaser assumes all risks and liability resulting from the use of Nobel Biocare products whether used separately or in combination with other products not manufactured by Nobel Biocare. Nobel Biocare strongly recommends completion of formal post-graduate implant education and strict adherence to the procedures described in Nobel Biocare’s implant instruction manuals.

Nobel Biocare continually strives to improve its products; therefore, reserves the right to improve, modify, or discontinue products at any time or to change specifications and prices without notice and without incurring obligations.

1 For the purpose of this Return Policy, “Products“ means all Nobel Biocare products (including spare parts and special products), with the exception of NobelProcera Products, Procera Products and templates. “NobelProcera Product” means NobelProcera Crown and Bridge, NobelProcera Individualized CAD/CAM Abutments, NobelProcera Implant Bridge, and NobelProcera Implant Bar Overdenture, and “Procera Product” means Procera Abutments and Procera Implant Bridges.