





# QUALITY MANAGEMENT SYSTEM - ISO 13485:2003

This is to certify that:

Prismatik Dentalcraft, Inc. a wholly owned subsidiary of Glidewell Laboratories 2212 Dupont Drive Irvine California 92612 USA

Holds Certificate No:

FM 573328

and operates a Quality Management System which complies with the requirements of ISO 13485:2003 for the following scope:

Design and manufacturing of dental restorative products.

The above scope of registration includes activities at: 2181 Dupont Drive, Irvine CA 18651 Von Karman, Irvine CA

For and on behalf of BSI:

VP Regulatory Affairs, BSI Group America Inc.

Originally registered: 09/02/2011

Effective Date: 08/25/2014

Expiry Date: 08/24/2017







...making excellence a habit."

## **Product Return Policy**

Products may be returned at the customer's expense for credit within 30 days of invoice date. All returned products must meet the following conditions:

- A copy of the original invoice must accompany the products.
- Products must be packaged to arrive at the seller's facility undamaged.
- Discontinued, obsolete, expired, damaged, or opened items will not be accepted for return.
- Amount credited will be based on invoice price, less 15 percent for restocking fee.
- Shipping charges are the responsibility of the customer and will not be credited.

### Product & Pricing Changes

Because products and equipment are continually undergoing refinement in design and manufacturing methods, we reserve the right to improve, modify, or discontinue products and equipment or change pricing at any time without incurring any obligation and without prior notice.

#### Warranty

Limited Warranty-Prismatik Dentalcraft, Inc.

Prismatik Dentalcraft, Inc. ("Prismatik"), is the manufacturer of dental products (the "product"), including Inclusive<sup>®</sup> Dental Implants ("implants"). For a period from the original purchase date of seven (7) years for implants and six (6) months for ceramic blanks and any other product ("the warranty period"), Prismatik will at its option replace or refund the purchase price of any product, to the original purchaser ("user"), that is returned due to defects in material and manufacture.

#### NO GUARANTEE OR WARRANTY IS IMPLIED OTHER THAN EXPRESSLY STATED, INCLUDING ANY IMPLIED WAR-RANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Prismatik shall not be liable for any incidental or consequential damages, whether foreseeable or not, caused by defects in the product or dental devices produced using said product. User is responsible for determining the suitability of the product for user's application. If this product is defective within the warranty period, user's exclusive remedy and Prismatik's sole obligation shall be replacement or refund of the purchase price of the product. For replacement or refund under this warranty, the original purchaser shall send the product at its own expense, postage prepaid, to the seller.







(A wholly owned subsidiary of Glidewell Laboratories) 2212 Dupont Dr. ● Irvine, CA 92612





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