



“BEGO CAD/CAM PROSTHETICS” MODULE

BEGO products covered by BEGO Security Basic in the “BEGO CAD/CAM prosthetics” module:

Valid for individual BEGO CAD/CAM prosthetics – in the case of implant prosthetics, both for BEGO Semados® implants and for implant systems from other manufacturers that can be supplied by BEGO (see BEGO interface overview).

Crown and bridge frameworks

Material	Metal	Ceramic
Duration	30 years	5 years
Service	Free product replacement	

Removable partial denture frameworks

Material	Metal: WIRONIUM® RP	
Duration	5 years	
Service	Free product replacement	

Abutments

Material	Metal: BEGO Titan Grade 5, Wirobond® MI+ and M+	Zirkon
Duration	Lifelong	5 years
Service	<ul style="list-style-type: none"> • Free product replacement • Poss. coverage of costs in case of screw fracture up to € 1,200.00 • Poss. material cost of implant 	

Bars

Material	Metal: BEGO Titan Grade 5, Wirobond® MI+ and M+	
Duration	Lifelong	
Service	<ul style="list-style-type: none"> • Free product replacement • Poss. coverage of costs in case of screw fracture up to € 1,200.00 • Poss. material cost of implant 	

Screw-retainable bridges

Material	Metal	
Duration	Lifelong	
Service	<ul style="list-style-type: none"> • Free product replacement • Poss. coverage of costs in case of screw fracture up to € 1,200.00 • Poss. material cost of implant 	



“BEGO CAD/CAM PROSTHETICS” MODULE

1. Subject of the warranty

The warranty (hereinafter referred to as “BEGO warranty”) from BEGO Medical GmbH, Bremen (hereinafter referred to as “BEGO”) applies to the benefit of the commercial dental laboratory/practice laboratory and the person providing treatment (hereinafter referred to as the “user”). Third parties, in particular patients or intermediate suppliers, cannot derive any rights from this. A requirement for this is the occurrence of a demonstrable defect in the BEGO CAD/CAM product (material or processing defect on the part of BEGO) within the warranty period from delivery. The user is obliged to provide evidence of the defect, with the final decision on the presence of this lying with BEGO or an expert commissioned by BEGO.

2. Scope

The free BEGO warranty only applies to BEGO CAD/CAM products sold by BEGO in one of the countries listed below (“scope”): Europe.

3. Scope of the warranty

The BEGO warranty comprises the free replacement delivery of BEGO CAD/CAM crown and bridge equipment, BEGO CAD/CAM products for individual implant prosthetics and the assumption of costs for the necessary removal of screw residue in the event of a prosthetic screw defect. In the event of a loss of impact as a result of individual prosthetic components supplied by BEGO, BEGO will cover the material costs of the replacement implant if this is necessary for dental reasons. If the supplier of the implant refuses to replace the implant or refund the cost because a BEGO CAD/CAM-manufactured product was used, evidence of this must be provided to BEGO in the form of a corresponding letter from the manufacturer/supplier. The obligation to provide evidence of the need in the above-mentioned sense lies with the user. The final decision lies with BEGO or an expert commissioned by BEGO.

4. Warranty content

The lack of defects in BEGO CAD/CAM products is guaranteed within the warranty periods listed in the table from the point of delivery. If all of the warranty conditions have been complied with, BEGO will replace the BEGO product with a like or equivalent product free of charge.

5. Requirements for claiming and complaints procedure

The requirements for claiming the warranty are: The requirements for claiming the warranty are:

- compliance with the instructions for use from BEGO applicable at the time of use and the recognised dental procedures before, during and after processing. The user is obliged to provide evidence of this if requested to do so by BEGO; incorrect use is considered to have occurred if the implant was not properly inserted, the abutment was not properly screwed onto the implant or the specifications of the respective implant manufacturer (supplier) for the insertion of the implant were not complied with, particularly in the case of contraindications;
- the submission of a completed and signed complaint form immediately, but no later than six weeks after a warranty case occurred;
- where appropriate a copy of the refusal of the warranty claim by the manufacturer of the implant that did not come from BEGO Implant Systems;
- the return of the BEGO product about which the complaint has been made in sterilised condition, disinfected if applicable or as indicated in the instructions for use.

The user must prevent or minimise the warranty claim where possible, following the instructions of BEGO in the process. He or she must immediately notify BEGO Implant Systems of any replacement or compensation claims or any goodwill gesture requests of any type and to follow them up.



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If the user intentionally or through gross negligence violates any of the existing obligations, BEGO is released from any obligation to pay benefits. A grossly negligent violation of obligations can be assumed particularly if the user has made no provisions that allow data to be transferred, documents to be submitted and information to be communicated as required by these warranty conditions without breaching the conditions of the data privacy laws, medical confidentiality or other regulations.

In case of a grossly negligent violation of the obligations as defined under clause 5, BEGO remains bound to pay benefits provided that the user submits evidence that the violation of the obligation does not affect the assessment of the warranty claim or the assessment or scope of the replacement of the service.

6. Limits and restrictions

This BEGO warranty and the warranty rights arise from the supply contract. The user's rights to make claims against the supplier remain unaffected. BEGO excludes any explicit or implicit guarantee and any liability to the user for lost earnings, direct or indirect damage or incidental and consequential damages that are directly or indirectly linked to products, services or information from BEGO.

7. Exclusions

The following are not covered by the warranty offered by BEGO:

- Damage when using prosthetics components that are not part of the BEGO group product range (relates to all BEGO Implant Systems prosthetics components and BEGO Semados® CAD/CAM implant prosthetics components manufactured by BEGO Medical);
- Damage when used outside of the scope of use of the respective applicable instructions for use for the relevant BEGO CAD/CAM product;
- Damage to or negative effects on the implant due to improper handling;
- Damage or negative effects that can be attributed to external influences (such as an accident or trauma);

- Damage or negative effects due to a change in the medical situation of the patient, particularly loss of natural teeth or implants that are not covered by the warranty;
- Damage to the prosthetic treatment that cannot be attributed to the BEGO CAD/CAM products covered by the warranty (e.g. chipping of ceramic veneers);
- Financial losses of the patient and indirect losses of all types;
- Complaints that arise from the user promising warranty services to the dentist/patient that go beyond the scope of the warranty;
- Damage or negative effects due to intentional or grossly negligent actions by the user or employees of the user;
- Damage or negative effects due to dental errors;
- Treatment outside of the scope;
- Complaints that are not reported to BEGO within a maximum of six weeks of them occurring.

8. Others

These warranty conditions apply to all corresponding deliveries until they are withdrawn. Assessment of the existence of a warranty claim is the responsibility of BEGO or an expert delegated by the company subject to the current warranty conditions. The decision by BEGO or an expert delegated by BEGO is binding for the parties; due legal recourse is not ruled out as a result.

9. Place of jurisdiction

The place of jurisdiction is Bremen, and German law applies.

All documents must be submitted to:

BEGO Medical GmbH
Abteilung „Reklamationsbearbeitung“ (“Complaints Processing” Department)
Wilhelm-Herbst-Str. 1
28359 Bremen

Version of 1 October 2022



“BEGO SEMADOS® IMPLANTS” MODULE

BEGO products covered by BEGO Security Basic in the “BEGO Semados® Implants” module:

BEGO Semados® Implants

Material	Metal
Duration	Lifelong
Service	<ul style="list-style-type: none">• Free replacement of the BEGO Semados® implant (like or equivalent)• In case of replacement of a BEGO Semados® implant, free replacement of all original BEGO Semados® implant prosthetic components (prefabricated or CAD/CAM-fabricated)

1. Subject of the warranty

The warranty promise (hereinafter referred to as “BEGO warranty”) from BEGO Implant Systems GmbH & Co. KG, Bremen (hereinafter referred to as “BEGO”) applies to the benefit of dentists working in implantology, oral surgeons, maxillofacial surgeons (hereinafter referred to as the “user”). Third parties, in particular patients or intermediate suppliers, cannot derive any rights from this. A requirement for this is the occurrence of a demonstrable defect in the BEGO Semados® implant (material or processing defect on the part of BEGO) within the warranty period from delivery. The user is obliged to provide evidence of the defect, with the final decision on the presence of this lying with BEGO or an expert commissioned by BEGO.

2. Scope

This free BEGO warranty only applies to BEGO Semados® implants sold by BEGO, an associated company or an authorised sales partner and used by users within Europe and can only be sent to countries with a valid registration of the BEGO Semados® implants (<https://www.bego.com/de/kontakt/partner-weltweit/implantologie-loesungen>).

3. Scope of the warranty

The BEGO warranty comprises the free replacement delivery of BEGO Semados® implants.

4. Warranty content

The lack of defects in BEGO Semados® implants is guaranteed within the warranty periods mentioned from the point of delivery (for example a BEGO Semados® implant that is considered to be defective due to a lack of material strength and stability).

If all of the warranty conditions have been complied with, BEGO will replace the BEGO product with a like or equivalent product free of charge. All of the original BEGO prosthetics components and BEGO Semados® CAD/CAM implant prosthetics components manufactured by BEGO Medical GmbH will also be replaced free of charge in this case.

5. Requirements for claiming and complaints procedure

The requirements for claiming the warranty are:

- compliance with the instructions available from BEGO applicable at the time of use, in particular the instructions for use and the recognised dental procedures before, during and after the treatment. The user is obliged to provide evidence of this if requested to do so by BEGO; incorrect use is considered to have occurred if the implant was not properly inserted in accordance with the BEGO instructions for use, the abutment was not properly screwed onto the implant or the specifications from BEGO for the insertion of the implant were not complied with, particularly in the case of contraindications;



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- the submission of a completed and signed complaint form immediately, but no later than six weeks after a warranty case occurred;
- the return of the BEGO product about which the complaint has been made in sterilised condition, disinfected if applicable or as indicated in the instructions for use.

The user must prevent or minimise the warranty claim where possible, following the instructions of BEGO in the process. He or she must immediately notify BEGO Implant Systems of any replacement or compensation claims or any goodwill gesture requests of any type and to follow them up.

If the user intentionally or through gross negligence violates any of the existing obligations, BEGO is released from any obligation to pay benefits. A grossly negligent violation of obligations can be assumed particularly if the user has made no provisions that allow data to be transferred, documents to be submitted and information to be communicated as required by these warranty conditions without breaching the conditions of the data privacy laws, medical confidentiality or other regulations.

In case of a grossly negligent violation of the obligations as defined under clause 5, BEGO remains bound to pay benefits provided that the user submits evidence that the violation of the obligation does not affect the assessment of the warranty claim or the assessment or scope of the replacement of the service.

6. Limits and restrictions

This BEGO warranty and the warranty rights arise from the supply contract. The user's rights to make claims against the supplier remain unaffected. BEGO excludes any explicit or implicit guarantee and any liability to the user for lost earnings, direct or indirect damage or incidental and consequential damages that are directly or indirectly linked to products, services or information from BEGO.

7. Exclusions

The following are not covered by the warranty offered by BEGO:

- Damage when using system components that are not part of the BEGO group product range (relates to all BEGO Implant Systems prosthetics components and BEGO Semados® CAD/CAM implant prosthetics components manufactured by BEGO Medical);
- Damage when used outside of the scope of use of the respective applicable instructions for use for the relevant implant;
- Damage to or negative effects on the implant due to improper handling;
- Damage or negative effects that can be attributed to external influences (such as an accident or trauma);
- Damage or negative effects due to a change in the medical situation of the patient, particularly loss of natural teeth or implants that are not covered by the warranty;
- Damage to the prosthetic treatment that cannot be attributed to the implant products covered by the warranty promise (e.g. chipping of ceramic veneers);
- Financial losses of the patient and indirect losses of all types;
- Complaints that arise from the user promising warranty services to the dentist/patient that go beyond the scope of the warranty promise;
- Damage or negative effects due to intentional or grossly negligent actions by the user or employees of the user;
- Damage or negative effects due to dental errors;
- implant treatment outside of the scope;
- Complaints that are not reported to BEGO within a maximum of six weeks of them occurring.



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8. Others

These warranty conditions apply to all corresponding deliveries until they are withdrawn. Assessment of the existence of a warranty claim is the responsibility of BEGO or an expert delegated by the company subject to the current warranty conditions. The decision by BEGO or an expert delegated by BEGO is binding for the parties; due legal recourse is not ruled out as a result.

9. Place of jurisdiction

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