

Return and Exchange Policy

US and Canada Based Customers

This policy covers courtesy returns and exchanges by customers in the United States and Canada of all products sold by Zimmer Biomet Dental (“Qualified Products”), with the exception of products derived from human tissue and patient specific products. This policy does not address returns and exchanges in connection with product non-conformances. Please contact Customer Service to complete a Product Experience Form in such circumstances.

Return Policy

A purchaser may return any Qualified Product within 180 days of invoice date.

Exchange Policy

A purchaser may exchange any Zimmer Biomet Implant as long as the product has at minimum six months of remaining shelf life and is otherwise in resalable condition. These products may be exchanged for other Qualified Products within the same product families as determined by Zimmer Biomet (e.g. T3 for T3, Trabecular Metal or Eztetic, etc.) provided that if the replacement products are of greater value than the returned products, the purchaser will be charged the price differential.

All other Qualified Products may be exchanged within 365 days of the invoice date for other Qualified Products within the same product families as determined by Zimmer Biomet (e.g., abutment for abutment, membrane for membrane, etc.), provided that if the replacement products are of greater value than the returned products, the purchaser will be charged the price differential.

The value of a replacement product will be determined based on the following in order of priority:

1. Promotional discount applied to the purchase of the returned item so long as the original promotional code or pricing contract also covered the replacement product.
2. List price at time of order.

Freight charges will apply to exchanged product shipments.

Conditions Applicable to All Returns & Exchanges

All returned or exchanged Zimmer Biomet product must be (1) returned in its original, unopened package (including autoclavable product); (2) a non-expired and currently offered Zimmer Biomet product (expired and discontinued products are excluded); (3) returned freight prepaid to 4555 Riverside Drive, Palm Beach Gardens, Florida 33410 (Attention: Returns Department) accompanied by the Zimmer Biomet Return Authorization Number provided by Zimmer Biomet’s Customer Service Department and (4) received by the Returns Department within the time frames specified above. Zimmer Biomet products not meeting these criteria will not be accepted for return or exchange.

Returned and exchanged product lot numbers will be checked to ensure compliance with the time limitations referenced in this policy. Zimmer Biomet reserves the right, in its sole discretion, to (a) decline any return or exchange if product with alternative lot numbers is provided in place of product purchased within the time limits herein, or (b) terminate the eligibility of any customer from this courtesy return policy in the event of suspected abuse or fraud.

Human Tissue products may neither be exchanged nor returned for any reason other than verifiable defect or non-conformance with specifications. Order or shipment discrepancies must be reported to Customer Service within 3 business days of delivery.