



Return and Exchange Policy

Australia and New Zealand Based Customers

This policy covers courtesy returns and exchanges by customers in Australia and New Zealand of all products sold by ZimVie Dental (“Qualified 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 90 days of invoice date.

Exchange Policy

A purchaser may exchange any ZimVie Dental 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 ZimVie Dental (e.g. T3 for T3, T3 Pro for T3 Pro 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 ZimVie Dental (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 ZimVie Dental product must be (1) returned in its original, unopened package (including autoclavable product); (2) a non-expired and currently offered ZimVie Dental product (expired and discontinued products are excluded); (3) returned freight to ZimVie Dental by courier to suite 5, Level 8, 15 Talavera Road, Macquarie Park NSW 2113 or express post to P.O Box 1414, Macquarie Centre, North Ryde NSW 2113.(4) received by the Returns Department within the time frames specified above. ZimVie Dental 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. ZimVie Dental 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.