

# Star Aligner Warranty and Disclaimer

## **Notice: New warranty guidelines effective 3/01/11.**

Refer to NorthStar's 'Bite Registration and Models Required for Full Warranty' guide for Warranty requirements prior to initial fabrication.

The warranty on Star Aligners is as follows:

- Jump Start or 1st Aligner - 30 days post fabrication
- 2nd Aligner - 60 days post fabrication
- 3rd Aligner - 90 days post fabrication

Due to factors out of our control such as patient non-compliance and care, NorthStar can only guarantee our fabrication technique and the materials used. Therefore, our warranty is contingent upon an evaluation completed by NorthStar based upon the following criteria...

- Receipt of broken or defective appliance with original model. Any appliance that is returned without the original model will not be covered.
- Assessment of defective material.
- Assessment of defects in workmanship.

NorthStar Orthodontics, Inc. shall not be liable for any defects that are caused by neglect, misuse, or mistreatment of its products by any third party, or any product that has been altered or modified in any way by an entity other than NorthStar. In addition, NorthStar shall not be liable for any modifications to appliances not indicated on the original RX or preference provided by the doctor.

Please inform patients prior to treatment that any additional Aligners requested as a result of patient non-compliance with the treatment plan will be billed at the standard rate.

If any Star Aligner fails to conform to the warranty set forth above, NorthStar's sole liability shall be, (i) to repair or replace the product; or (ii) credit Doctor's account for the product.

Repaired products shall be covered for the remainder of the original warranty period. Replaced products shall be covered for a new full warranty period.

