

GCA Comfort Guarantee



We offer a comprehensive, retrospective and automatic warranty on all Nagor and Eurosilicone breast implants*

*On all silicone gel breast implants implanted by an appropriately qualified and licensed physician in accordance with accepted surgical procedures and techniques, and in strict accordance with GCA instructions for use as per product package insert.

What products are covered?

Silicone Gel Filled Breast Implants.

What Brands are covered?

Nagor and Eurosilicone.

Are previously implanted products covered?

Yes, warranty is now retrospective and will cover all currently implanted Nagor and Eurosilicone gel filled breast implants.

What does the warranty cover?

Provides free of charge replacement implants in the event of rupture of one or both* implants.

Provides free of charge replacement implants in the event of capsular contracture at Grade III or IV in the Baker Scale, of one or both* implants.

*Contralateral exchange is applicable if deemed necessary by surgeon.

Replacements available

Any model, size or style of Nagor or Eurosilicone breast implant from the current catalogue.

Excess?

None.

How long does the guarantee last?

For the lifetime of the patient.

What information is required and why?

We need to confirm the reason and verify that a Nagor or Eurosilicone product had been implanted. To do this we need the Model, Size, Lot Serial Number and the reason for the claim.

How long does it take to confirm if eligible for the warranty?

If the Model, Size and Lot Serial Number are provided it can take only moments to verify the claim.

Does the warranty cover rupture at any stage of surgery?

Yes.

Does the guarantee cover costs of surgery?

No, the guarantee is only on the product it does not cover any surgical costs.

Do ruptured products need to be returned?

Yes, Competent Authorities require an inspection and investigation to be undertaken to establish the cause of the rupture.

Do intact products need to be returned?

No, provided the applicable instructions are followed and the required information supplied i.e. Photographs, statement of intact and completed claim form.

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To Distributors, Hospitals, Clinics and Surgeons



Explanted intact product

From 1st October 2013 an agreement has been in place that Nagor & Eurosilicone Mammary Implants which have been explanted, and which are intact and free of defects do not have to be physically returned to Nagor or Eurosilicone for examination.

How does it work?

- 1.- A statement is provided from the Distributor/Hospital/Clinic/Surgeon that the device is **intact and free of defects**
- 2.- Photographic evidence is provided of the device
- 3.- A **Customer Claim/Complaint Form** is completed for each event

On receipt of the above, the complaint will be processed as normal and guarantee confirmed if applicable.