

GCA Comfort Guarantee



We offer a comprehensive 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, the warranty covers all currently implanted Nagor and Eurosilicone gel-filled breast implants.

What does the warranty cover?

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

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

** To learn more about the policy, please consult with your 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 verify that a Nagor or Eurosilicone product has been implanted and understand the nature of the claim. In order to do this we need information such as the model, size and lot number of the product implanted.

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

If the relevant information is provided the claim can be verified almost instantly.

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, please see the information below which highlights the steps that need to be followed for explanted intact products.

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Explanted intact product

It has been agreed 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 the guarantee confirmed, if applicable.

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