

# THE MENTOR® WARRANTY

for  
MENTOR® MemoryGel® Breast Implants  
and Contour Profile Gel (CPG™)  
Breast Implants



Implanted in Australia on or after 1st March 2016

 **MENTOR®**  
Make life more beautiful™

# YOUR PEACE-OF-MIND COMES FIRST

Partnering with the right surgeon and choosing the right implants for you are your core choices when it comes to breast surgery and what drives your overall experience. Mentor believes that implants should come with a generous product warranty to ensure you are supported long after the surgery. Mentor stands firmly behind the integrity of our products with our lifetime replacement policy so you can have complete confidence when making MENTOR® MemoryGel® and Contour Profile Gel (CPG™) Breast Implants your choice.



## A **Global Leader** in Aesthetic Medicine

As a leading global manufacturer of high quality breast implants with over 30 years of expertise and experience in manufacturing, we strive to provide high-quality products and services to health care professionals and their patients.

## **Mentor** is committed to your long-term well-being

Our relationship with you does not end with your surgery.

## First and foremost: MENTOR® Breast Implants are **guaranteed for your lifetime\***

All recipients of MENTOR® MemoryGel® Breast Implants and MENTOR® CPG™ Breast Implants implanted in Australia are automatically enrolled in the Mentor Product Replacement Policy.\*

What this means to you is that should a confirmed rupture occur, you are eligible for replacement breast implants in a similar style at no charge.\*

\* MENTOR Product Replacement Policy: The MENTOR Product Replacement Policy applies to MENTOR® MemoryGel® Breast Implants and Contour Profile Gel (CPG™) Breast Implants directly from Mentor and implanted in Australia as of 1st March 2016. In the event of a Qualifying Rupture (loss of shell integrity), Mentor will provide replacement of a MENTOR® Product in the same style as the originally implanted product free of charge for the lifetime of the patient. Please refer to the full terms and conditions of the Mentor Lifetime Replacement Policy.

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Please read the appropriate patient brochure: **GEL-FILLED BREAST IMPLANT SURGERY: Making an Informed Decision**. This educational brochure provides you with information about the risks and benefits of silicone breast implants. It is very important that you take the time to read and fully understand the brochure, consult with your surgeon, and ask any questions you may have.

## HERE'S WHERE TO BEGIN: BECOME INFORMED

SUMMARY OF WARRANTY OPTIONS	MENTOR WARRANTY <sup>2</sup>
Enrolment in our Product Replacement Policy <sup>#</sup>	Automatic
Financial assistance for rupture <sup>#</sup>	Up to \$1,500
An additional product replacement policy covering capsular contracture Baker Grade III & IV, double capsule and late-forming seroma	Up to 10 years
Financial assistance for capsular contracture Baker Grade III/IV <sup>†</sup>	Up to \$1,500
Financial assistance for double capsule <sup>†</sup>	Up to \$1,500
Financial assistance for late-forming seroma <sup>†</sup>	Up to \$1,500
Contralateral (opposite side) implant replacement upon surgeon request <sup>**</sup>	FREE

## The MENTOR Warranty offers more than any previous breast implant warranty\*~

### Check out the advantages:

- Automatic enrollment in our Product Replacement Policy for any MENTOR® MemoryGel® Breast Implants or CPG™ Breast Implants
- Pays up to \$1,500 financial assistance for operating room, anesthesia, and surgeon fees not covered by insurance for replacement surgery resulting from a Baker Grade III capsular contracture, Baker Grade IV capsular contracture, double capsule, or late-forming seroma for up to 10 years from the date of primary implant surgery occurring on or after date of implant 1st March 2016
- Free contralateral (opposite side) implant replacement upon surgeon request
- For surgeries occurring on or after 1st March 2016

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\* Refer to full Terms & Conditions of Mentor Warranty.

~ Available in Australia.

# Lifetime replacement policy, and financial assistance for rupture, apply to unexpected ruptures of applicable Mentor implant, except where caused by or during re-operative procedures or when resulting from open capsulotomy or closed compression capsulotomy procedures. Further conditions apply.

† One-off payment available for up to 10 years from primary implantation.

\*\* Applies only to Mentor implants that are contralateral to implants replaced under the Mentor Warranty.

# HOW THE CLAIM PROCESS WORKS

To file a claim for product replacement and/or financial assistance, your surgeon must contact their dedicated Mentor Product specialist or phone Johnson & Johnson Medical Pty Limited Product Safety Department on 1800 252 194 (option 4) to report the event and organise return of the explanted product.

## **Required paperwork**

We will request your permission to speak with your surgeon to obtain the necessary medical records to verify eligibility for financial assistance.

## **What your surgeon must send to Mentor and by when:**

For either replacement or financial assistance claims, once your surgeon has contacted Mentor Product Specialist or Johnson & Johnson Medical Pty Limited Product Safety Department, the decontaminated explanted Mentor breast implants will be collected from your hospital. The collected implants will be sent directly to the site of manufacture for analysis. This must be done within 60 days of explantation. Your claim will be reviewed on receipt of the explanted product

## Get your questions answered at the consultation with your surgeon.

This brochure only provides a brief overview of the Mentor Warranty and is not intended to replace any discussion between you and your surgeon.

Please refer to [www.mentordirect.com.au/warranty](http://www.mentordirect.com.au/warranty) for full warranty coverage details.

### A SPECIAL NOTE

Please be sure to maintain your own records to ensure validation of your enrollment, as it is possible your surgeon may not retain your records for the entire duration of the warranty.

This is a summary of coverage. It is an overview only and not a complete statement of the program.

You may obtain a copy of the complete [Mentor Warranty](#) for MemoryGel® Breast Implants and Contour Profile Gel (CPG™) Breast Implants by going to [www.mentordirect.com.au/warranty](http://www.mentordirect.com.au/warranty)

Mentor reserves the right to cancel, change, or modify the terms of [The Mentor Warranty](#). Any such cancellation, change, or modification will not affect the currently stated terms of [The Mentor Warranty](#) for those already enrolled.

## MENTOR WARRANTY REGISTRATION

**REGISTER ONLINE for peace of mind.**

Complete the online registration form at:

**[www.mentordirect.com.au/warranty](http://www.mentordirect.com.au/warranty)**

### **Important Safety Information:**

MemoryGel® Breast Implants and MENTOR® Saline-Filled Breast Implants are indicated for breast augmentation in women (at least 18 years old) or for breast reconstruction. Breast implant surgery should not be performed in women with active infection anywhere in their body with existing cancer or pre-cancer of their breast who have not received adequate treatment for those conditions or are pregnant or nursing. Breast implants are not lifetime devices and breast implantation is not necessarily a one-time surgery.

CONTOUR PROFILE® Tissue Expanders are used for breast reconstruction following mastectomy. This expander is intended for temporary subcutaneous or submuscular implantation and is not intended for use beyond six months. Do not use the CONTOUR PROFILE® Tissue Expander in patients where an MRI may be needed. The device could be moved by the MRI causing pain or displacement, potentially resulting in a revision surgery. The incidence of extrusion of the expander has been shown to increase when the expander has been placed in injured areas.

For detailed indications, contraindications, warning and precautions associated with the use of Tissue Expanders and CPG™ Breast Implants, please refer to the Product Insert Data Sheet provided with each product.

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This brochure provides a limited warranty only, and is subject to the terms and conditions set forth in the Terms & Conditions. All other warranties, whether express or implied, other than those that cannot be excluded by law such as the ACL Guarantees set out below, are excluded.

To the extent permitted by law, Mentor shall not be liable for any incidental, indirect, consequential or special loss, damage, or expense arising, directly or indirectly, from the use of these products. Except as set out in the Terms & Conditions, Mentor neither assumes, nor authorizes any other person to assume for it, any other, or additional liability, or responsibility in connection with these products. To the extent permitted by law, Mentor does not warrant or otherwise assume liability for Mentor products that have not been procured directly from Mentor by the treating physician (or their authorized buying agent).

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. **(ACL Guarantees).**

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Mentor is a business unit of Johnson & Johnson Medical Pty Ltd.

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