





# Limited Warranties

for **SALINE-FILLED** breast implants

Advantage & Enhanced Advantage Limited Warranties



Our **REASSURANCE**  
that you're making  
**A GREAT CHOICE**



 **MENTOR**<sup>®</sup>  
MAKE LIFE MORE *beautiful*<sup>™</sup>

# Nothing is more important

## THAN YOUR WELL-BEING BEFORE, DURING *AND AFTER* BREAST SURGERY

At Mentor, we pride ourselves in the development of medical products based on the finest science, research and manufacturing. And we stand behind those products with Limited Warranties that give patients the confidence that they and their physicians have made the right choice.

### Mentor was the *first company* to offer patients a limited warranty on all our breast implants

With a strong belief in the long-term integrity of our products, it's easy for us to stand behind them. That's why all Mentor breast implants come with a Lifetime Product Replacement Policy at no additional charge. In addition, once you receive Mentor breast implants, you are automatically enrolled in the Mentor Advantage Limited Warranty.

### The first step: Become informed

**Learn about saline-filled breast implants and financial assistance\*\* available through the Mentor Limited Warranties.**

Please read this patient brochure: *Saline-Filled breast implant Surgery: Making an informed Decision*. This educational brochure provides you with information about the risks and benefits of saline 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.

\*\*Financial assistance does not imply a loan to the patient.

## WHY IS A WARRANTY SO IMPORTANT?

### Our saline-filled breast implant guarantee

All recipients of saline-filled breast implants are automatically eligible for the Mentor Lifetime Product Replacement Policy.

What this means to you is that should a confirmed deflation occur, you are eligible for one to two replacement breast implants of any size in a similar style...at no charge.

### The Mentor Standard Advantage (\$1,200 toward out-of-pocket costs)

This warranty is **free of charge** to all patients who are implanted with Mentor saline-filled implant products. And here are the details:

- 🕒 Lifetime product replacement policy\*
- 🕒 For 10 years, and up to \$1,200 financial assistance for operating room, anesthesia, and surgical charges not covered by insurance\*\*
- 🕒 Free contralateral (opposite side) implant replacement upon surgeon request
- 🕒 Non-cancelable terms

### The *OPTIONAL* Mentor Enhanced Advantage (\$2,400 toward out-of-pocket costs)

This optional warranty is available for saline-filled breast implant products and, to be eligible, must be purchased for an enrollment **fee of \$100 within 45 days** from implantation.\*\*\* The Enhanced Advantage replaces the Mentor Standard Advantage allowing for a total financial reimbursement of \$2,400. Here's what's included:

- 🕒 Lifetime product replacement policy\*
- 🕒 For 10 years, and up to \$2,400 financial assistance for operating room, anesthesia, and surgical charges not covered by insurance\*\*
- 🕒 Free contralateral (opposite side) implant replacement upon surgeon request
- 🕒 Non-cancelable terms

**A SPECIAL NOTE:** For both Mentor Advantage and Mentor Enhanced Advantage, please be sure to maintain your own records to ensure validation of your enrollment, as it is possible your doctor may not retain your records for the entire duration of the warranty.

**\*Lifetime Product Replacement Policy:** Mentor will provide replacement of a Mentor product of any size in the same or similar style as the originally implanted product free of charge for the lifetime of the patient. Upon the surgeon's request, a different implant style may be selected (subject to a charge of the difference between product list prices).

\*\*Operating room and anesthesia charges to be given payment priority. In order to qualify for financial assistance, you will need to sign a Release Form.

\*\*\*One warranty payout per enrollment fee; enrollment in the program for replacement device will require additional \$100 enrollment fee.

## YOU MAY BE WONDERING...

### What products are covered under this special warranty?

The Mentor Advantage and Enhanced Advantage (if purchased) coverages apply to all saline Mentor breast implants that are implanted in the United States and Puerto Rico after May 1, 2005;\* provided implants have been:

- ☞ Implanted in accordance with the Mentor package insert, current to the date of implantation, and other notifications or instructions published by Mentor
- ☞ Used by appropriately qualified, licensed surgeons, in accordance with accepted surgical procedures

### What events are covered?

The Mentor Advantage and Enhanced Advantage coverages apply to the following:

- ☞ Deflation due to crease fold failure, patient trauma, or unknown cause
- ☞ Loss of valve integrity

Other loss-of-shell-integrity events also may be covered by this program. Mentor reserves the right to determine if specific, additional events should be covered.

### What events are *not* covered?

The Mentor Advantage and Enhanced Advantage coverages do not apply to the following:

- ☞ Adverse reactions other than deflation
- ☞ Removal of intact implants due to capsular contracture, wrinkling, or rippling
- ☞ Loss of implant shell integrity resulting from reoperative procedures, open capsulotomy, or closed compression capsulotomy procedures
- ☞ Removal of intact implants for size alteration

\*For saline breast implants implanted prior to this date, contact Mentor Corporation for information regarding any applicable warranty terms.

## IF FINANCIAL ASSISTANCE IS NEEDED, HERE'S ALL YOU'LL HAVE TO DO:

To file a Mentor Advantage or Enhanced Advantage claim for product replacement and/or financial assistance, your surgeon must contact the Mentor Product Evaluation Department at 1-866-250-5115 prompt #1 prior to replacement surgery.

### Required paperwork:

For financial assistance claims, a patient-specific Release Form will be generated by your surgeon that you must sign and return.

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

For either replacement or financial assistance claims, the surgeon must send the explanted (removed), decontaminated Mentor breast implant(s) within 60 days of the date of explanation to:

**Mentor Product Evaluation**  
**555 Airline Drive**  
**Coppell, TX 75019**

Upon receipt, review and approval of the completed claim, including receipt of the explanted product and patient completion of a full general release, financial assistance will be issued.

This is a summary of Mentor Advantage and Enhanced Advantage coverages. It is an overview only and not a complete statement of the program. You may obtain a copy of the complete **Mentor Advantage and Enhanced Advantage Limited Warranties for Saline-Filled Breast Implants** by writing or calling:

**Consumer Affairs Department**  
MENTOR  
201 Mentor Drive  
Santa Barbara, CA 93111  
1-866-250-5115

You may also obtain a copy of the complete program from your physician or by going to **www.mentorcorp.com**.

Mentor reserves the right to cancel, change, or modify the terms of Mentor Advantage or Enhanced Advantage coverages. Any such cancellation, change, or modification will **not** affect the currently stated terms of the Mentor Advantage and Enhanced Advantage coverages for those already enrolled.

GET YOUR QUESTIONS  
ANSWERED AT THE  
CONSULTATION WITH  
YOUR SURGEON.

*This brochure only provides a brief overview of the Mentor Advantage and Enhanced Advantage Limited Warranties and is not intended to replace any discussion between you and your surgeon.*

THIS IS A LIMITED WARRANTY ONLY AND IS SUBJECT TO THE TERMS AND CONDITIONS SET FORTH IN THIS DOCUMENT AND EXPLAINED IN GREATER DETAIL IN THE APPLICABLE MENTOR LIMITED WARRANTY. ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS ARE EXCLUDED.

THIS REMEDY IS THE SOLE AND EXCLUSIVE REMEDY AVAILABLE. 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. MENTOR NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY OTHER OR ADDITIONAL LIABILITY OR RESPONSIBILITY IN CONNECTION WITH THESE PRODUCTS.

THE TERMS IN EFFECT WHEN ORIGINAL IMPLANTATION OCCURS WILL APPLY AT THE TIME OF CLAIM.

## MENTOR ENHANCED ADVANTAGE WARRANTY ENROLLMENT

The Mentor Enhanced Advantage coverage provides extra assurance **for \$100. ENROLL ONLINE AND SAVE TIME:** Simply go to [www.mentorcorp.com](http://www.mentorcorp.com), fill in and submit the online form and we'll take it from there. Just be sure to submit the form within 45 calendar days of your saline breast implant surgery.\* If you prefer to register your warranty by mail, submit your payment as a certified check, money order\*\* or credit card with this form to:

**Mentor Enhanced Advantage**  
201 Mentor Drive  
Santa Barbara, CA 93111



**Please print clearly (No abbreviations).**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Address \_\_\_\_\_ Apt \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Home Phone \_\_\_\_\_  
Date of Birth (required) \_\_\_\_\_

**One other source as proof of ID is required. Choose one:**

Drivers License # (U.S. Citizens only) \_\_\_\_\_ State \_\_\_\_\_  
Place of Birth: \_\_\_\_\_  
Mothers Maiden Name: \_\_\_\_\_

**Physician who performed your surgery**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
Physician's Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Date of Surgery (MM/DD/YY) \_\_\_\_\_

**Implant Reference Number(s) & Serial Number(s)** (obtainable from your physician)

Left R/N (must begin with 350) \_\_\_\_\_  
Left S/N \_\_\_\_\_  
Right R/N (must begin with 350) \_\_\_\_\_  
Right S/N \_\_\_\_\_

\*Valid in the United States and Puerto Rico

\*\*Make your certified check or money order (no personal checks) payable to:  
**Mentor Enhanced Advantage**



The Mentor Limited  
Warranty programs are designed  
for your Peace-of-Mind



Lifetime product replacement of any  
Mentor saline-filled breast implant



10 years of financial assistance  
from the date of implant

*up to \$1,200 in **The Mentor Advantage Program***  
*up to \$2,400 in **The Enhanced Advantage Program***



Free contralateral implant replacement



Non-cancelable terms

*See important details inside*



201 Mentor Drive  
Santa Barbara, CA 93111 USA

(805) 879-6000  
[www.mentorcorp.com](http://www.mentorcorp.com)