

Ziacor CAD-CAM SLU

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ZIACOR® Services and Product Guarantee
1. Telephone service hours

- Monday to Thursday from 8 a.m. to 5 p.m.
- Friday from 8 a.m. to 2 p.m.

2. Product request

You can place your product requests or orders through four different ways:

- Calling customer service on +34 91 29184 73.
- Sending your order via e-mail pedidos@ziacor.es
- Sending your order through our shipping manager at www.formulario.ziacor.es
- Sending your order to the ZIACOR® facilities in Calle Búhos, 2 - 28320 Pinto - Madrid - SPAIN

3. Product delivery

Delivery times for products depend on the production process required. In a product request or order, the time of receipt at our facilities before midday by any of the means mentioned in point 2 will be considered as an entry deadline. If the order is received after midday, it will be considered as received the next working day. So that an application or order is considered correct it must be accompanied by all the necessary elements for its fulfilment, besides its corresponding completed clinical prescription.

- In case of having to receive impressions, laboratory models or any other material for the accomplishment of the work, it will be considered term of entry the date with which all the necessary elements are received in our facilities.
- The terms exposed here are exclusive of the accomplishment of the works, they do not include the necessary shipment times so that the product arrives at its destination.

4. Product repetitions

ZIACOR® performs a customised production work based on:

4.1. Sending of STL file

- If the product differs from the STL file provided, ZIACOR® will perform a repeat at no cost to the customer. This repetition will take place from the analysis of the incidence and acceptance of the same in writing by ZIACOR®.
- If the product is exact to the STL file provided, ZIACOR® does NOT assume any cost for the repetition of the work because it is not a manufacturing error. However, ZIACOR® will offer a 20% discount on the retail price for repetitions of items or products for reasons not attributable to ZIACOR®.

4.2. Sending of laboratory models

- If the product does not have passivity or does not fit correctly on the laboratory model provided, ZIACOR® will carry out a repetition at no cost to the customer. This repetition will take place from the analysis of the incidence and acceptance of the same in writing by ZIACOR®.
- If the product does not have passivity or does not fit correctly in the dental clinic but, if it has passivity or fits correctly on the laboratory model provided, ZIACOR® does NOT assume any cost for the repetition of the work because it is not a manufacturing error. However, ZIACOR® will offer a 20% discount on the retail price for repetitions of items or products for reasons not attributable to ZIACOR®.

4.3. Symbiosis® System

Before you can apply for the repetition guarantee using this system, you must have followed the entire process correctly, take the impression using the minimum requirements and do the passivity fit test, when there are 2 or more implants per arch.

- If the Symbiosis® system has been followed completely and the product is not passive or does not fit correctly, ZIACOR® will carry out a repetition at no cost to the customer. This repetition will take place from the analysis of the incidence and acceptance of the same in writing by ZIACOR®.
- If the Symbiosis® system has not been followed completely and the product is not passive or does not fit correctly, ZIACOR® does NOT assume any cost for the repetition of the work because it is not a manufacturing error. However, ZIACOR® will offer a 20% discount on the retail price for the repetition of parts or products for reasons not attributable to ZIACOR®.

Notes:

- ZIACOR® designs frameworks and crowns according to the guidelines set out in the clinical prescription and standard dental anatomies. The client has the right to request a prior verification of this design by requesting it on the same clinical prescription. The fact of not requesting the previous verification of the design by the client, exempts ZIACOR® from any responsibility for the products made.
- All the elements or materials provided by the client for the manufacturing of the products must be in perfect condition. ZIACOR® does not cover with the repetition guarantee, any product in which the client has sent material in bad condition.
- In any case, product repetitions will be carried out within the time limits specified in point 3, delivery of the products.

5. Guarantees
Terms and conditions:

ZIACOR® products on stumps and implants have a guarantee in case of breakage or manufacturing defect. The ZIACOR® product guarantee only covers ZIACOR® products and does not include any other products or additional costs.

Please refer to the general guarantee conditions at www.ziacor.es

Below we detail the guarantee of each product, according to the material used in its manufacturing:

GUARANTEES				
	5 YEARS	5 YEARS	5 YEARS	5 YEARS
	Cr-Co Cobalt Chromium	Ti Titanium	Zr Zirconium	e.max CAD
	3 YEARS	1 YEAR	1 YEAR	6 MONTHS
	PEEK Polyketone	CERAMIC	COMPOSITE	PMMA Methyl Methacrylate

Your opinion is important

ZIACOR® provides its clients with effective tools for the continuous improvement of our services and products. We appreciate your feedback and comments as they will help us to be more effective and faster in our solutions. Our Customer Service Department will include your recommendations in the Customer Loyalty Programme. Your recommendations and assessments will be taken into account for the continuous improvement of our company.

Important notes:

- ZIACOR® will not be responsible for any damage, loss, delay or failure in the delivery of products caused by transport agencies, by third parties or causes beyond ZIACOR®'s control.
- In the event of any damage, loss or delay of the product shipped, this will not be a reason to increase the obligations of ZIACOR®. Nevertheless, ZIACOR® will adopt the appropriate measures to solve the damage, loss or delay of a product, in a fast and equitable way with the client, as long as it is possible.
- All shipments of products are at the risk and expense of the customer. ZIACOR® does not include any insurance in the freight or shipping of the products.
- ZIACOR® reserves the right to modify or change the Sales General Conditions without prior notice. These conditions override all previous ones.
- ZIACOR® is not responsible for possible typographical errors.



Certified company:



Data Protection. RESPONSIBLE: Ziacor CAD-CAM SLU. PURPOSE: To carry out the activity of the contract legitimately signed by the parties or commercial relationship, according to Spanish Law 3/2018, on December 5th of Data Protection. LEGITIMATION: Execution of a contract or commercial relationship. ASSIGNMENTS: Only to affiliated group companies, in order to facilitate the processing of the conditions foreseen in the contract for the execution of the commercial relationship and assignments in compliance with the regulations in force. CONSERVATION: During the term of the contract or commercial relationship and during the legally established periods. RIGHTS: You may exercise your rights of access, rectification, portability and limitation at info@ziacor.es. For more information at www.ziacor.es/en/privacy-policy.