

MOTIVA[®] EXTENDED WARRANTIES PURCHASE

The MotivaImagine® App was created to help patients register their implants and buy extended warranties, which are both important steps in patients' breast surgery journeys with Motiva®. Through this process they are able to verify the authenticity of their implants and gain more confidence and peace of mind for many years to come.

Benefits of Purchasing an Extended Warranty

1. In the case of a reported complication (implant rupture or capsular contracture Baker grades III and IV), the patient will receive financial support (up to \$1,000 or \$2,500 depending on the purchased Extended Warranty Program) to be used towards revision surgery.
2. Peace of mind and confidence for years in knowing her Motiva® Implants have the maximum coverage possible

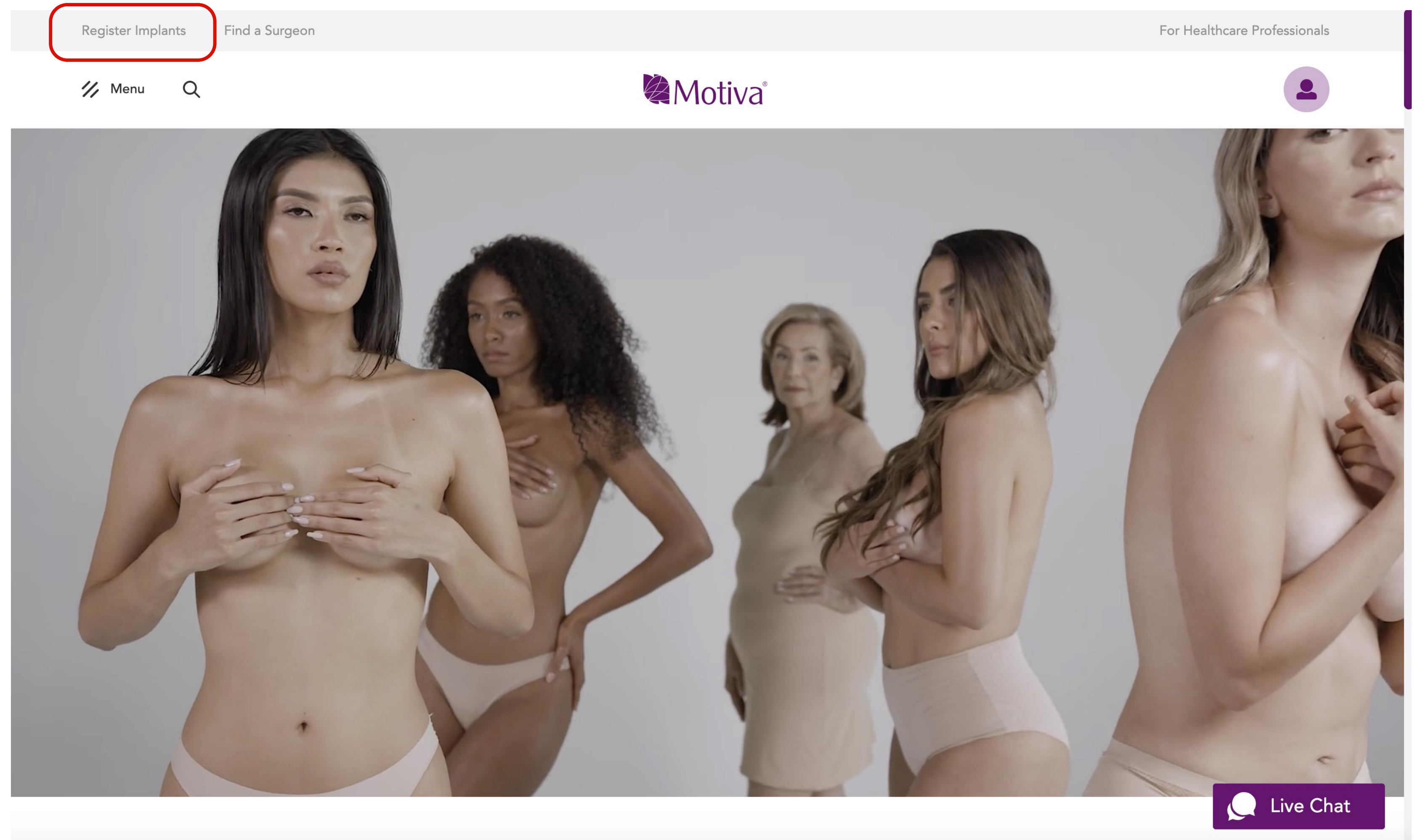
To learn more about the Motiva® Extended Warranties Programs, what they cover and the eligibility for each, they can refer to our [site](#).

EXTENDED WARRANTY PURCHASE PROCESS

Points of access

The only way to access the option to purchase an Extended Warranty, is through the implant registration app.

This app can be found at the top of the motiva.health website, or by typing in the URL directly in the browser: motiva.health/motivaImagine



Requirements to Purchase

Once within the app, there are a few requirements that need to be met prior for the option to purchase to be enabled

1. The patient must have registered her implants previously
2. The implant registration must have been completed within 90 days after the patient's surgery
3. They must be Motiva® breast implants
4. The surgery must be categorized as an augmentation

*Some selected markets do not apply for Extended Warranty Programs

Beginning the Process


If the patient does qualify for an extended warranty, there are a couple of ways she can begin the purchase process.

1. Immediately after she has completed the implant registration, she will have the option to buy one in the following screens. This will show the extended warranty she's eligible for and what it entails.

OR

2. If she doesn't want to complete the purchase immediately, she can access the option later on by clicking on the enabled button on the Home page that says **Extend your warranty**.

1.



Take the next step

Left implant is eligible for **5Y Warranty Program**


What it covers Against implant rupture and capsular contracture, Baker grades III and IV	Financial Support Up to 2500 USD towards revision surgery in the event of the previously mentioned complications
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[See full terms and conditions](#)
Do you want to buy and extend your warranty to **five years**?

[Purchase An Extended Warranty](#)

[Skip for now](#)

2.



My Implants

Review and manage your implant information!

[See my implant information](#)

[See my profile information](#)

[Extend your warranty](#)

[Log](#)

Purchasing an Extended Warranty

The entire process of purchasing an extended warranty is made up of 3 steps (screens). The first screen shows the extended warranty she's eligible for and what it entails.

Once decided to move forward with the purchase, in the second screen the patient can see the Purchase details and fill out her card information.

The total amount being charged will appear automatically depending on whether they qualify for the 2Y or 5Y Program, and the currency will change to match the distribution zone the implants were purchased in.

By clicking *See full terms and conditions* on any of the screens, the user can read and download the complete document.

The first screen features a logo at the top left. The main heading is "Take the next step". Below it, a message states "Left implant is eligible for 5Y Warranty Program". Two white boxes provide details: "What it covers" (Against implant rupture and capsular contracture, Baker grades III and IV) and "Financial Support" (Up to 2500 USD towards revision surgery in the event of the previously mentioned complications). A link for "See full terms and conditions" is present, followed by the question "Do you want to buy and extend your warranty to **five years**?". A purple button "Purchase An Extended Warranty" and a "Skip for now" link are at the bottom.

The second screen is titled "Take the next step" and asks the user to "Please enter your payment details in order to purchase an extended warranty". A "Purchase Details" box shows "Left Implant SN Program 20021484-31 5Y Warranty Program" with a validity date of "Valid until: 1 April 2022" and a "Total amount: 2 USD". Below are input fields for "Name on card", "Month", "Year", "Card number", and "CVV". A summary shows "Your total is: 2 USD" and a checkbox for "I accept terms the Terms & Conditions". A link for "See full terms and conditions" is provided. A purple button "Purchase An Extended Warranty" and a "Cancel" link are at the bottom.

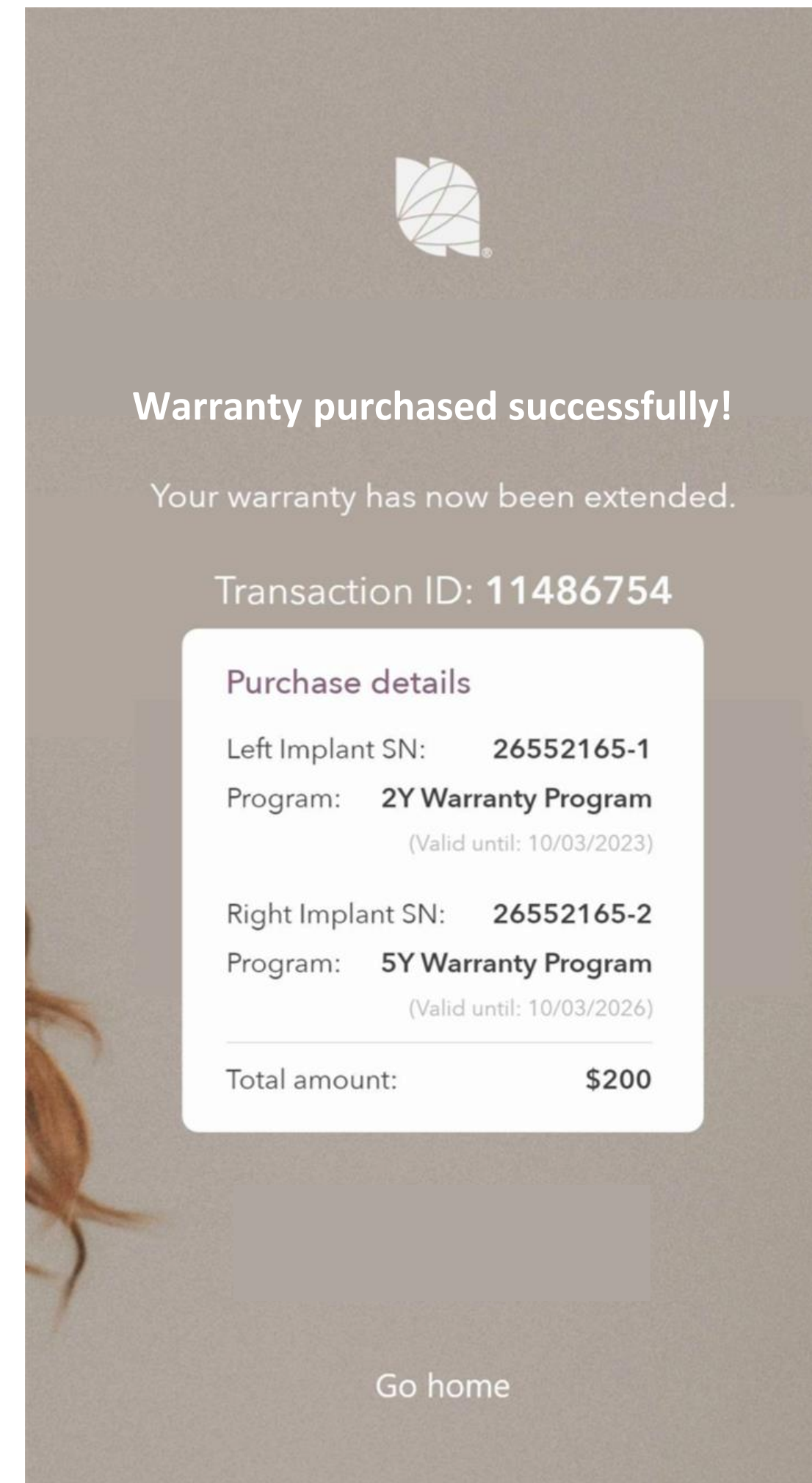
The third screen displays a logo at the top left and the heading "Warranty purchased successfully!". A message states "Your warranty has now been extended." Below, the "Transaction ID: 11486754" is shown. A "Purchase details" box lists "Left Implant SN: 26552165-1 Program: 2Y Warranty Program (Valid until: 10/03/2023)" and "Right Implant SN: 26552165-2 Program: 5Y Warranty Program (Valid until: 10/03/2026)", with a "Total amount: \$200". A "Go home" link is at the bottom.

Purchasing an Extended Warranty

After purchasing successfully, she will see a confirmation message, the transaction ID and the purchase details of the warranty.

These details display the implants related to the purchased warranty, the program they are enrolled in, the date until the warranty is valid, and the total cost of the purchase.

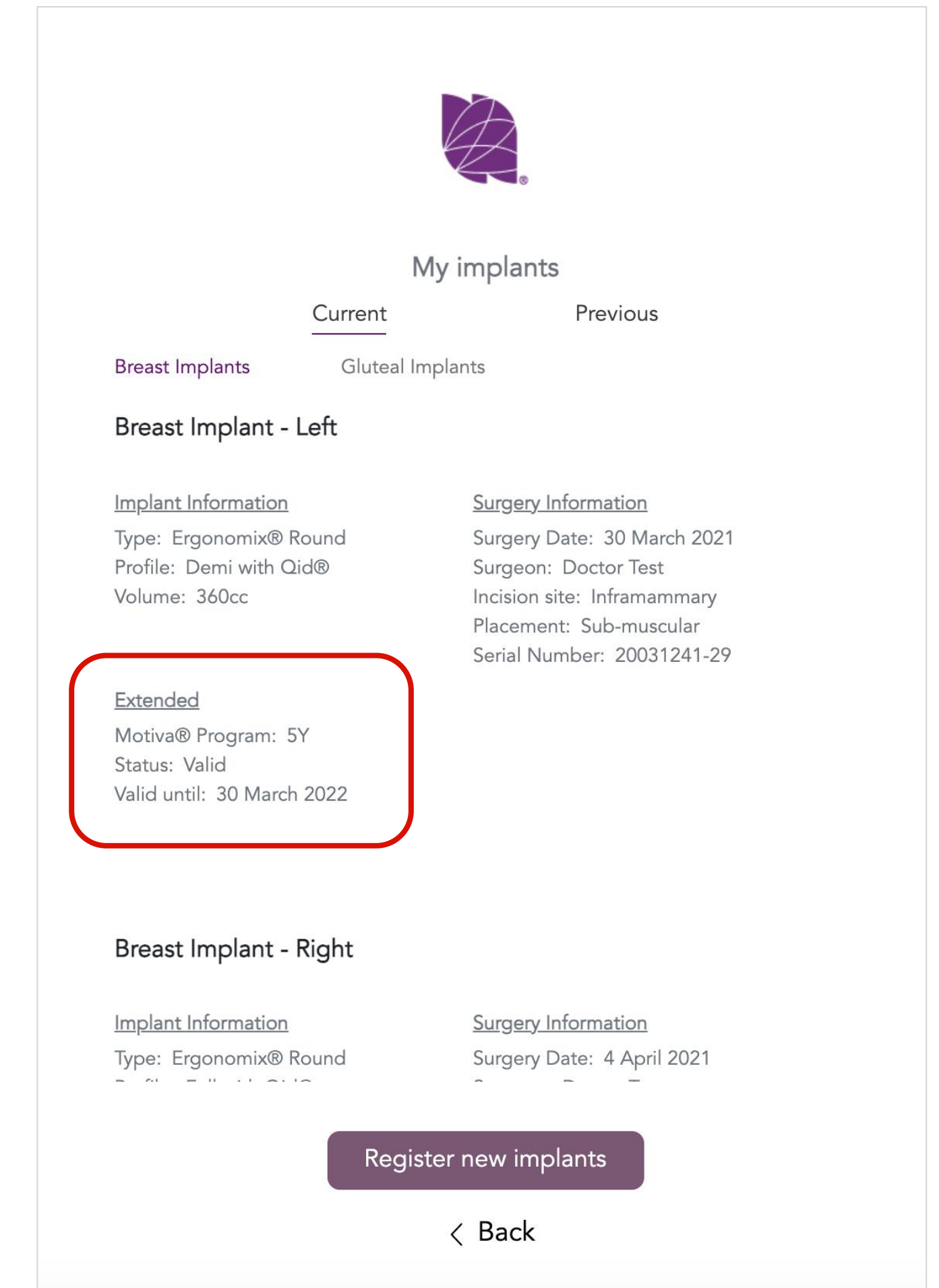
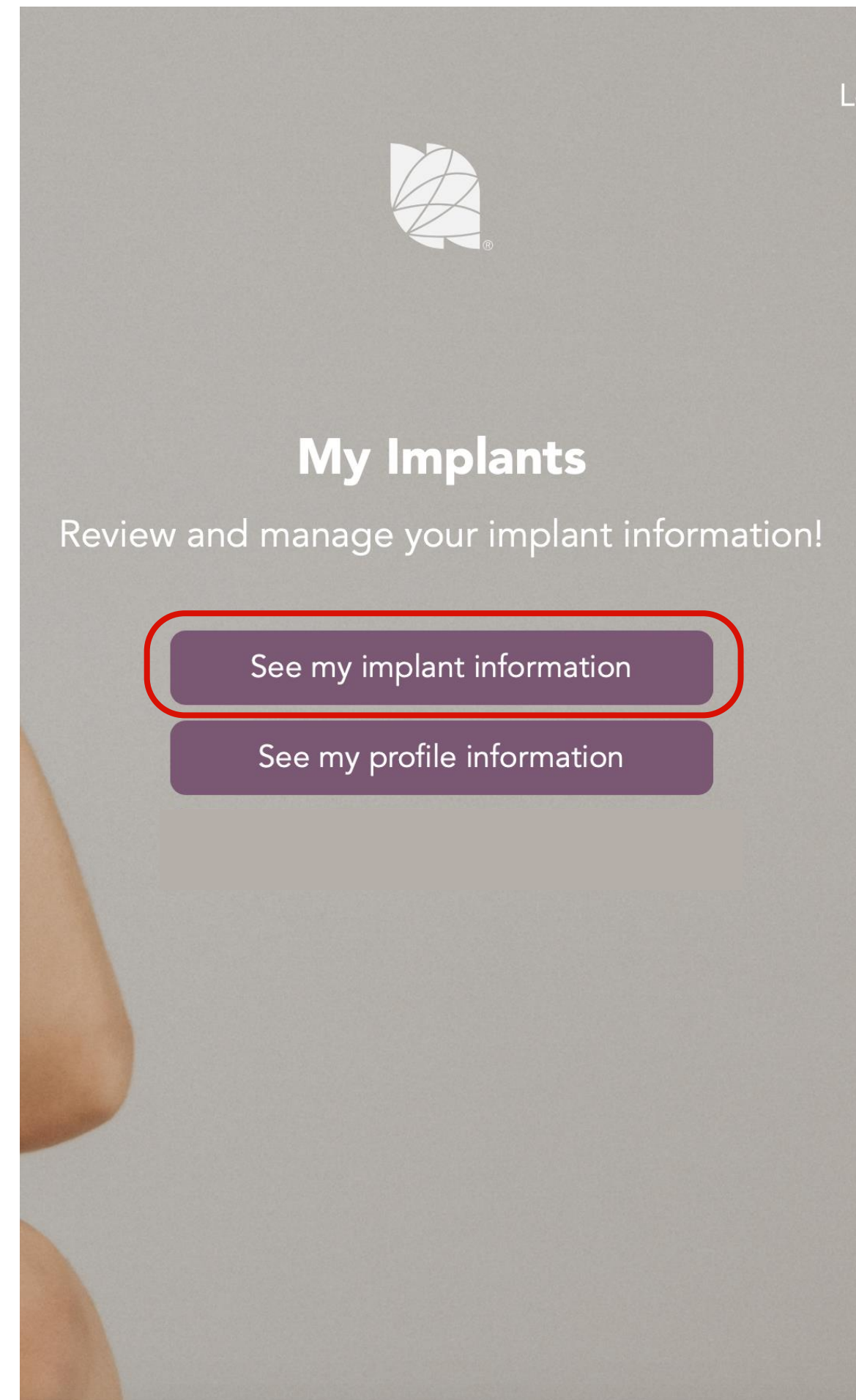
From here, the user can return to Home.



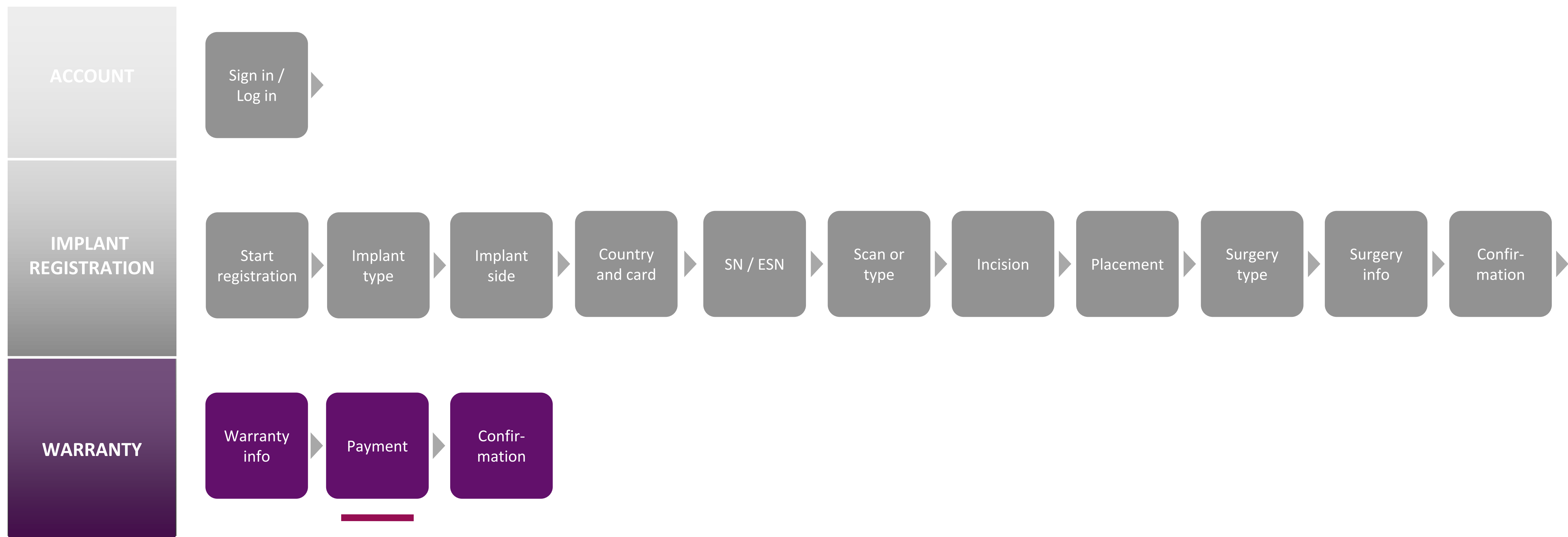
Reviewing the Extended Warranty

Back in the Home page, the patient can review her information regarding the Extended Warranty she just purchased, by clicking on **See my implant information**

Here she will find under each registered implant a section for the Extended Warranty Program she is enrolled in.



Process Overview



The Extended Warranty purchase process only consists of 3 steps, but to gain access, the previous steps of creating an account in the app and registering Motiva Implants® are necessary.

