

Motiva[®] Warranty Programs



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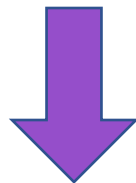
This document only provides a brief overview of the Motiva Warranty Programs. Please refer to the Motiva Warranty Terms and Conditions for full details.

<https://motiva.health/motiva-implants/product-warranty/>

Summary of Motiva[®] Warranty Programs

Always Confident Warranty

(Rupture – lifetime of
the device)



Free of charge
replacement product

Product Replacement Policy

(Capsular Contracture
Baker Grade III & IV -
up to 10 years)



Free of charge
replacement product

Extended Warranty Programs

1 year & 5 year; 2 year



Free of charge
replacement product &
Financial Assistance*

What is the Always Confident Warranty program*?

- All Motiva[®] implants are covered by the Always Confident Warranty[®] against **rupture** for the lifetime of the device.
- This warranty provides a replacement product (the same or similar Motiva[®] implant) free of charge.
- The patient is also eligible for replacement implants for the contralateral side at the same time, even if the contralateral side Motiva[®] implant has not ruptured.

What is the Product Replacement Policy Program*?

- All Motiva Implants[®] are covered by the Product Replacement Policy against capsular contracture Baker grades III and IV for a **period of 10 years**.
- This warranty provides a replacement product (the same or similar Motiva Implant[®]) Free of Charge.
- The patient is also eligible for replacement implants for the contralateral side at the same time, even if the contralateral side Motiva[®] implant has not ruptured.

What is the First Year Free Extended Warranty Program*?

- First Year Free Coverage is an additional warranty program that applies to **Motiva Implants® with Q Inside® Safety Technology**
- The program includes **Free of Charge coverage for the first 12 months** from the date of the surgical implantation.
- The program provides patients with a replacement implant/s and up to **\$2,500 USD of financial assistance** for events such as implant rupture, and capsular contracture Baker grades III and IV.

What is the 5 Year Extended Warranty Program*?

- The 5Y Extended Warranty Program is an additional warranty program that applies to **Motiva Implants® with Q Inside® Safety Technology**
- To enroll, the patient must register their Motiva Implants and **pay the non-refundable fee of \$200USD** within the first 90 days of surgery.
- The program provides enrolled patients with replacement implants and **up to \$2,500 USD of financial assistance** for events such as implant rupture, and capsular contracture Baker grades III and IV.

What is the 2 Year Extended Warranty Program*?

- The 2Y Extended Warranty Program is an additional program that applies to **Motiva Implants without Qid technology** (not commonly sold in Australia)
- To enroll, the patient must register their Motiva Implants® pay the **non-refundable \$100USD fee** within the first 90 days of surgery.
- The Program provides enrolled patients with replacement Motiva implants® and **up to \$1,000 USD of financial assistance** for events such as implant rupture, and capsular contracture Baker grades III and IV.

What is not covered under the Motiva[®] Extended Warranty Programs*?

Motiva First Year Free, 2Year & 5Year extended warranty programs do not apply to:

- Reconstruction surgery patients
- Revision surgery patients with previous history of capsular contracture with other brands of breast implants
- Removal of intact implants for capsular contracture grades I or II
- Removal of intact implants for size alterations
- Removal of intact implants due to wrinkling or rippling
- Loss of shell integrity caused by or during re-operative procedures
- Loss of shell integrity resulting from open capsulectomy or closed compression capsulotomy procedures
- Loss of shell integrity resulting from sharp instrument damage

How do patients participate in these programs?

- The patient must register their implants with a valid serial number during the first 90 days after surgery through the MotivaImagine App, or alternatively at <https://register.motivaimagine.com/>
- Upon completion of the registration process, the patient will be offered the option of extending her warranty. Automated reminders will also be sent until the enrolment period expires.
- The payment shall be performed using any international credit card for extended warranties (2 Year & 5 Year)



Summary

	Always Confident Warranty	Lifetime Replacement Policy	1 Year Warranty (With Qid Technology)	5 Year Warranty (With Qid Technology)	2 Year Warranty (For Implants without Qid Technology)
Cost	\$0	\$0	\$0	\$200 USD	\$100 USD
Financial Assistance	\$0	\$0	\$2,500 USD / Procedure	\$2500 USD /Procedure	\$1000 USD / Procedure
Product Covered	All	All	Implants with Q Inside Safety Technology	Implants with Q Inside Safety Technology	Implants without Q Inside Safety Technology (not commonly sold in Australia)
Rupture	√		√	√	√
Capsular Contracture*		√	√	√	√
Length	Lifetime of the device	10 years	1 year	5 years	2 years

Documentation Required

Check List	Always Confident Warranty (Rupture after Implantation)	Lifetime Replacement Policy (Cap Con Grade III & IV)	1 Year Free Extended Warranty	5 Year Extended Warranty	2 Year Extended Warranty
FOR 302 Complaint form (please contact your LifeHealthcare Representative)	X	X	X	X	X
Registration in the first 90 days after surgery	X	X	X	X	X
Ultrasound w/technician report or MRI report		X	X	X	X
Photographs	X	X	X	X	X
Explanted product (Max 10 days after Explant)	X	X	X	X	X
Operative report			X	X	X
Receipts showing out of pocket operating room, anaesthesia and surgeon fees.			X	X	X