



Lifetime Replacement Policy
for Mentor Gel and Saline Breast Implants



Lifetime Product Replacement Policy

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Mentor will offer free replacement of its breast implants that experience rupture/deflation due to loss of shell or valve integrity during the lifetime of the patient-recipient upon request. Requests for replacement product should be made by the patient's surgeon to the local Mentor representative. Mentor will then provide a replacement product free of charge. To take advantage of this policy, any Mentor breast implants so replaced must be returned to Mentor and shall then become the property of Mentor.

This replacement policy is limited to replacement of the Mentor breast implants. Subject to your rights as a Consumer, Mentor:

- shall not be responsible for any incidental or consequential damages of any kind, directly or indirectly, arising from the use of this product, including without limitation, medical, surgical and hospital costs or the reimbursement for the cost of breast implants not manufactured by Mentor and
- expressly disclaims all warranties, whether express or implied by operation of law or otherwise, whether written or oral, including without limitation, any implied warranties of merchantability, fitness, or design.

This replacement policy shall only be effective provided that Mentor manufactures breast implants at the time the request for replacement is made. Mentor shall have no responsibility for any statements or representations, whether oral or written, made by any other person or entity.

Mentor makes no representation as to the life expectancy of a breast implant. There are conditions which may cause these devices to wear out or malfunction and require replacement. These devices should not be considered lifetime implants.

Corporate Headquarters

201 Mentor Drive
Santa Barbara, CA 93111 USA
Tel +1-805-879-6000
www.mentorwwllc.com

International Operations

Australia

Johnson & Johnson
Medical Pty Ltd
Mentor Customer Service
Email mentorcustserv@its.jnj.com
Phone 1800 338 160
Fax (02) 9815 3677

New Zealand

Johnson & Johnson
Mentor Customer Service
Email mentornz@its.jnj.com
Phone 0800 433 789
Fax (09) 574 1784



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Important notice (For Customers in Australia Only).

The PatientSafe Coverage Limited Warranty (Warranty) and Lifetime Product Replacement Policy (Policy) are provided by Johnson Johnson Medical Pty Ltd:
Telephone: 1800 338 160 or +61 2 9815 3680
Address: 1-5 Khartoum Road, North Ryde, NSW 2113
Email: mentorcustserv@its.jnj.com

When purchased by a Consumer, Mentor silicone gel-filled breast implants come with consumer guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and for 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.

Your rights under the Warranty and Policy are in addition to your statutory rights as a consumer.

Mentor is a business unit of Johnson & Johnson Medical Pty Ltd (E973)

Not for distribution in the US.

EFFECTIVE DECEMBER 2002