

# Sientra Our Promise to You

The Sientra  
Limited Warranty  
and Lifetime Product  
Replacement Programs

# The Sientra® Warranty

Simply the best coverage at no cost to you

Our unwavering commitment to safety, innovation, and beauty began long before we developed your Sientra breast implants. Remaining faithful to that commitment with exacting production standards allows us to provide you with our complimentary Sientra Warranty. We sincerely believe that it provides a level of protection unsurpassed in our industry.

# Coverage with you in mind

## Your Sientra Limited Warranty and Product Replacement Programs include:

- Up to \$3600 toward surgery, if needed due to a rupture within 10 years after your breast implant surgery
- Lifetime product replacement if your implant ruptures
- Free contralateral (opposite side) implant if needed

## All Sientra implants are covered if they were implanted:

- According to the Sientra breast implant Directions for Use ([www.sientra.com](http://www.sientra.com))
- By a board certified plastic surgeon
- In the United States after April 1, 2012

## The Sientra Limited Warranty does NOT apply to the following:

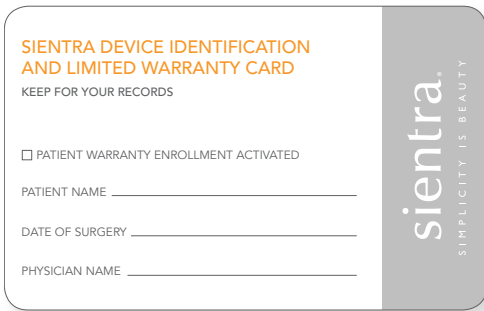
- Adverse events other than rupture
- Rupture caused by surgical procedure or physical trauma
- Removal for capsular contracture\*
- Removal of implants to change the size or style of the implant

\* Capsular contracture is tightening of the scar tissue around an implant and can result in breasts becoming firm or hard.

# Easy to track, easy to enroll

## Safety and simplicity in a single card

You are unique and so is your implant. Sientra is the only company in the United States that stamps each implant with a unique serial number. After your surgery, you will receive a Device Tracking and Sientra Warranty Card from your plastic surgeon. This card will list the serial number of your implant. Additionally, it will confirm your enrollment in the Device Tracking Program and in the Sientra Limited Warranty and Product Replacement Programs.



The image shows a Sientra Device Identification and Limited Warranty Card. The card is white with a grey vertical bar on the right side containing the Sientra logo and the tagline "SIMPLICITY IS BEAUTY". The main text on the card reads "SIENTRA DEVICE IDENTIFICATION AND LIMITED WARRANTY CARD" in orange, followed by "KEEP FOR YOUR RECORDS" in black. Below this, there is a checkbox labeled "PATIENT WARRANTY ENROLLMENT ACTIVATED". Underneath, there are three lines for patient information: "PATIENT NAME", "DATE OF SURGERY", and "PHYSICIAN NAME", each followed by a horizontal line for writing.

You will also receive a letter or email from Sientra, acknowledging that your warranty has been activated. Once activated, your Sientra warranty cannot be canceled. If you do not receive the card (shown above) and letter/email within 60 days of your surgery, please contact our Customer Experience Team at (888) 708-0808 or email us at [warranty@sientra.com](mailto:warranty@sientra.com).

If you need to make a warranty claim, simply contact us at:

- (888) 708-0808
- [warranty@sientra.com](mailto:warranty@sientra.com)

Please have available when you call or include in your email:

- Implant serial number
- Implant style reference number
- Name of implanting plastic surgeon
- Name of your current plastic surgeon (if different from above)

Our goal is to make filing a claim as smooth as possible and, if needed, our Customer Experience Team can walk you through the process and assist you with the information. Also, you can always access warranty information at [www.sientra.com](http://www.sientra.com).

## Our commitment to you

- Lifetime replacement of your Sientra breast implant due to rupture, if needed
- Assistance of up to \$3600 for surgery required due to a rupture within 10 years of receiving your Sientra implant
- Enrollment that requires no effort on your part

**Please consult your surgeon for more information about the Sientra Limited Warranty and Product Replacement Programs.**

### **ACKNOWLEDGMENT OF INFORMED DECISION**

Please read the appropriate patient brochure: BREAST AUGMENTATION WITH SIENTRA SILICONE GEL BREAST IMPLANTS or BREAST RECONSTRUCTION WITH SIENTRA SILICONE GEL BREAST IMPLANTS. These educational brochures provide you with information about the risks and benefits of silicone gel 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. You will also be asked to sign the Acknowledgement of Informed Decision Form in the brochure.

### **TERMS AND CONDITIONS**

For full Terms and Conditions of the Sientra Limited Warranty and Product Replacement Programs, write to us at [warranty@sientra.com](mailto:warranty@sientra.com), call (888) 708-0808, or visit us at [www.sientra.com](http://www.sientra.com)

**sientra.**

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