



Premier Advantage

FREE Limited Warranty on
MEMORYGEL® ROUND
BREAST IMPLANTS



Our *NEW* and
MOST GENEROUS
warranty comes with
our beautiful, more
natural looking
breast implants



 **MENTOR®**
MAKE LIFE MORE *beautiful™*



Your PEACE-OF-MIND comes first

Partnering with the right surgeon and choosing the best implants – these are your core choices when it comes to breast surgery and what drives your overall experience. The best implants should come with a generous product warranty to ensure you are supported long after the surgery. Mentor stands firmly behind the integrity of our products with our lifetime replacement policy so you can have complete confidence when making MemoryGel® breast implants your choice.

Mentor is committed to your long-term well-being

Our relationship with you does not end with your surgery. We are here before your surgery to answer questions and provide perspective. And importantly, we are there after your surgery – with a long-term commitment.

The first company to offer patients a limited warranty on all our breast implants

Clinical testing. FDA approval. Impeccable manufacturing. Meticulous quality assurance. The choice by millions of women for over 20 years. Our faith in MemoryGel® breast implants is based on results and why we can so confidently offer the Premier Advantage Limited Warranty.

Here's where to begin: Become informed

Learn about MemoryGel® breast implants and financial assistance available through Mentor's Premier Advantage Warranty.**

Please read the appropriate patient brochure: *Important Information for Augmentation Patients about Mentor MemoryGel® Silicone Gel-Filled Breast Implants* or *Important Information for Reconstruction Patients about Mentor MemoryGel® Silicone Gel-Filled Breast Implants*. These educational brochures provide you with information about the risks and benefits of silicone 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. For gel-filled breast implants, you will also be asked to sign the Acknowledgement of Informed Decision Form in the brochure. You should then wait at least one to two weeks prior to deciding on surgery. After reading and signing the Informed Decision Form in your brochure, your surgeon will help you decide which implant is the right choice for you.

**Financial assistance does not imply a loan to the patient.

Could **NOW** be the time?

First and foremost: Mentor breast implants are guaranteed for your lifetime

All recipients of MemoryGel® breast implants are automatically eligible for the Mentor Lifetime Product Replacement Policy.* What this means to you is that should a confirmed rupture occur, you are eligible for up to two replacement breast implants of any size in a similar style...at no charge.

But now there's an extra reason to say 'YES' to more beautiful breasts.

The Mentor MemoryGel® Breast Implant Premier Advantage Limited Warranty applies to surgeries occurring after May 1, 2009.***

It offers up to \$3,500 in financial assistance, \$1,100 MORE than our Enhanced warranty.

Here's how it works:

- ☞ Lifetime product replacement policy*
- ☞ This warranty applies to expenses occurring from a confirmed rupture for up to 10 years from the date of implant surgery
- ☞ The warranty pays up to **\$3,500**** financial assistance for operating room, anesthesia, and surgical charges not covered by insurance and applies only to implant surgeries conducted after May 1, 2009
- ☞ Free contralateral (opposite side) implant replacement upon surgeon request
- ☞ Non-cancelable terms
- ☞ And, good to know, this additional warranty coverage is **free**

A SPECIAL NOTE: Please be sure to maintain your own records to ensure validation of your enrollment, as it is possible your doctor may not retain your records for the entire duration of the warranty.

***Lifetime Product Replacement Policy:** Mentor will provide replacement of a Mentor product of any size in the same or similar style as the originally implanted product free of charge for the lifetime of the patient. Upon the surgeon's request, a different implant style may be selected (subject to a charge of the difference between product list prices).

**Operating room and anesthesia charges to be given payment priority. In order to qualify for financial assistance, you will need to sign a Release Form.

***Please note: If you had breast surgery prior to May 1, 2009, your warranty coverage is what was offered at the time of your original surgery.

ANSWERS TO PATIENTS' MOST-ASKED QUESTIONS:

What products are covered under this special warranty?

This warranty coverage applies to all MemoryGel® round breast implants that are implanted in the United States and Puerto Rico after May 1, 2009,* provided implants have been:

- ☞ Implanted in accordance with the Mentor package insert, current to the date of implantation, and other notifications or instructions published by Mentor
- ☞ Used by appropriately qualified, licensed surgeons, in accordance with accepted surgical procedures

What events are covered?

Mentor Premier Advantage only covers rupture due to loss of shell integrity, including patient trauma and unknown cause.

What events are *not* covered?

The Mentor Premier Advantage coverages do not apply to the following:

- ☞ Adverse reactions other than rupture
- ☞ Removal of intact implants due to capsular contracture, wrinkling, or rippling
- ☞ Loss of implant shell integrity resulting from reoperative procedures, open capsulotomy, or closed compression capsulotomy procedures
- ☞ Removal of intact implants for size alteration
- ☞ Events that are covered by insurance

*For breast implants implanted prior to this date, contact Mentor Worldwide, LLC for information regarding any applicable limited warranty terms.

FINANCIAL ASSISTANCE IS AVAILABLE. IF NEEDED, HERE'S HOW THE CLAIM PROCESS STARTS:

To file a Mentor Premier Advantage claim for product replacement and/or financial assistance, your surgeon must contact the Mentor Product Evaluation Department at 1-866-250-5115 prompt #1 prior to replacement surgery.

Required paperwork:

For financial assistance claims, a patient-specific Release Form will be generated by Mentor that you must sign and return.

What your surgeon must send to Mentor and by when:

For either replacement or financial assistance claims, the surgeon must send the explanted (removed), decontaminated Mentor breast implant(s) within 60 days of the date of explantation to:

Mentor Product Evaluation
555 Airline Dr.
Coppell, TX 75019


Upon receipt, review and approval of the completed claim, including receipt of the explanted product and patient completion of a full general release, financial assistance will be issued.

This is a summary of coverage. It is an overview only and not a complete statement of the program. You may obtain a copy of the complete Mentor Premier Advantage Warranty for MemoryGel® Breast Implants by writing or calling:

Consumer Affairs Department
MENTOR
201 Mentor Drive
Santa Barbara, CA 93111
1-866-250-5115

You may also obtain a copy of the complete program from your physician or by going to **www.mentorcorp.com**.

Mentor reserves the right to cancel, change, or modify the terms of Mentor Premier Advantage coverages. Any such cancellation, change, or modification will **not** affect the currently stated terms of the Mentor Premier Advantage coverages for those already enrolled.



GET YOUR QUESTIONS
ANSWERED AT THE
CONSULTATION WITH
YOUR SURGEON.

This brochure only provides a brief overview of the Mentor Premier Advantage Limited Warranty and is not intended to replace any discussion between you and your surgeon.

THIS IS A LIMITED WARRANTY ONLY AND IS SUBJECT TO THE TERMS AND CONDITIONS SET FORTH IN THIS DOCUMENT AND EXPLAINED IN GREATER DETAIL IN THE APPLICABLE MENTOR LIMITED WARRANTY. ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS ARE EXCLUDED.

THIS REMEDY IS THE SOLE AND EXCLUSIVE REMEDY AVAILABLE. MENTOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, CONSEQUENTIAL OR SPECIAL LOSS, DAMAGE OR EXPENSE ARISING DIRECTLY OR INDIRECTLY FROM THE USE OF THESE PRODUCTS. MENTOR NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY OTHER OR ADDITIONAL LIABILITY OR RESPONSIBILITY IN CONNECTION WITH THESE PRODUCTS.

THE TERMS IN EFFECT WHEN ORIGINAL IMPLANTATION OCCURS WILL APPLY AT THE TIME OF CLAIM.

MENTOR PREMIER ADVANTAGE ENROLLMENT

ENROLL ONLINE FOR PEACE OF MIND:

Even though you automatically qualify for the Premier Advantage Warranty, by enrolling online we can better serve you if you need to use the warranty. Simply go to www.mentorcorp.com, fill in and submit the online form, and we will take it from there. If you don't have access to the internet you can simply fill out this form and mail it to:

Mentor Premier Advantage
15600 Collections Center Drive, Chicago, IL 60693
800-525-0245
eaw@mentorcorp.com

Please print clearly (No abbreviations).

First Name _____ Last Name _____

Address _____ Apt _____

City _____ State _____ Zip _____

Home Phone _____

Date of Birth (required) _____

.....
One other source as proof of ID is required. Choose one:

Drivers License # (U.S. Citizens only) _____ State _____

Place of Birth _____

Mothers Maiden Name _____

.....
Physician who performed your surgery

First Name _____ Last Name _____

Physician's Address _____

City _____ State _____ Zip _____

Date of Surgery (MM/DD/YY) _____

Implant Reference Number(s) & Serial Number(s) (obtainable from your physician)

Left R/N _____

Left S/N _____

Right R/N _____

Right S/N _____



*Valid in the United States and Puerto Rico

MAKE LIFE MORE *beautiful*[™]

What are the Advantages? *Check this out.*

The Mentor Premier Advantage
Limited Warranty offers **MORE** than
any previous breast implant warranty:



Lifetime product replacement



10 years of financial assistance from the date of implant
of up to \$3,500 in surgical assistance



Free contralateral implant replacement



Non-cancelable terms



For surgeries occurring after May 1, 2009

See important details inside



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