
Competitive CAD/CAM Buy Back Program Terms & Conditions- Q1 & Q2 2021

This Program gives owners of competitive CAD/CAM systems the opportunity to experience the latest innovations in CAD/CAM dentistry.

ELIGIBILITY

The Program is available to dental offices located within the U.S.A., which purchase qualifying equipment (as described below) at or above Dentsply Sirona's manufacturer advertised price. The Program is not available to Dental Service Organizations/DSOs, group purchasing or support organizations, government, institutional, university, or other school accounts.

In order for customers to participate in the Program, all qualifying equipment must be invoiced and installed by June 29, 2021.

PROMOTIONAL OFFER

Competitive Component Trade In

- With the trade in of qualifying competitive components (scanner and/or mill), the customer may receive a trade in credit towards CEREC system purchases. However, the customer must purchase a complete CEREC system (including CEREC Primescan AC + CEREC Primemill + CEREC SpeedFire) in order to receive \$10K per component trade-in or \$20K combined savings with trade in for like components (e.g. scanner for scanner, mill for mill). Included with the purchase is two Clinical Accelerator – Advanced Training Kits.

If the customer trading in qualifying competitive equipment is an existing CEREC system owner with a CEREC SpeedFire, the customer may receive \$10K per component trade-in or \$20K combined savings with trade in for like components with the purchase of a new CEREC Primescan AC and CEREC Primemill. An authorized serial number will be required to validate existing ownership of a CEREC SpeedFire within the 2021 CAD/CAM Buy Back Program redemption form.

Please see the [Clinical Accelerator Program Terms and Conditions](#) for more information on the benefits of such products, as well as all terms and conditions related to such program.

Authorized US dealers are responsible for all in-office trainings as needed. Customers who take part in the competitive trade in for the full system (CEREC Primescan AC + CEREC Primemill + CEREC SpeedFire) are eligible to receive the standard new owners training package that includes Basic Training (Level 1) and Fundamentals of CEREC Dentistry (formerly Level 2).

QUALIFYING NEW EQUIPMENT

For the purpose of this Program, customers can receive trade-in credit towards the purchase of new Primescan AC, CEREC Primescan AC, CEREC Primemill, and/or CEREC SpeedFire equipment.

When ordering, simply use the standard item numbers for the components. Items will be listed at typical MSRP values that will need to be adjusted for order completion.

NOTE: There may be supplemental instructions for each dealer for internal processing and invoicing.

QUALIFYING TRADE-IN EQUIPMENT

Components that were purchased outside of the 50 United States do not qualify for trade in as part of this Program. Dealer/Distributors representatives shall be responsible for determining whether the components to be traded in qualify for this Program.

Any components/units to be traded in must also be clear of any existing debts, liens, or other financing barriers that may prevent the legal transfer of the device(s). In such situations, the customer does not own the scanner or CAD/CAM system – the outside financial institution retains ownership until all outstanding terms have been fulfilled by the purchaser – and Dentsply Sirona cannot accept such equipment in trade for the new equipment purchases. For ANY and ALL trade-in orders, the dealer representative coordinating the final order will need to contact their financial services team to start the lien search.

Dentsply Sirona reserves the right to disqualify any trade-in unit and withhold credit to the Dealer based on completeness or condition of returned unit as defined in the "Return Unit Logistics" section of this document, or the return of the unit outside the trade-in window.

FINANCING

Authorized US dealers are responsible for all financial transactions directly with the customer.

Offers are subject to credit approval by the authorized US dealer. Dentsply Sirona shall not be responsible for qualification or review of any customer credit or eligibility for dealer-offered financing.

Authorized US dealers may allow customers to trade dealer-offered customer loyalty points or dollars towards the purchase of equipment as part of the Program. Specifically, this would include points converted to cash towards equipment purchases. In such cases, the dealer financing team should notify DS finance department, in writing, that such a discount has been applied to the invoice amount by using such dealer programs. Note that the discounted amount will be taken into account for the true up process based on the Program rules (as described below).

Dealer should communicate all deals that include such loyalty program dollar usage within the required buy back form.

Beyond such loyalty program redemptions, no additional discounts are allowed on the invoice price of these units in order to remain eligible for promotional true ups. 5% MAP discounts are not allowed, and dealers should not attempt to buy down or apply additional discounting options on top of the existing discount and special financing offers described herein. Should an invoice include such additional discounting, the dealer will not be eligible for a true up for any portion of the promotion (as described further below). **In addition, where the dealer engages in additional discounting, the customer will not be eligible for participation in Dentsply Sirona's One DS 2.0 program.**

Please see the [One DS 2.0 program Terms and Conditions](#) for more information on the benefits of such products, as well as all terms and conditions related to such program.

RETURN UNIT LOGISTICS

The dealer is responsible for shipping charges for all returned units.

Competitive scanners need only include the scanner/wand itself within the Primescan camera box along with appropriate documentation. The serial number of the returned scanners should be written on the designated return label form and included with returned units.

Competitive milling units should be packaged as best as possible for shipment back to Dentsply Sirona. The serial number of the returned mills should be written on the designated return label form and included with returned units.

Dealers should record logistics tracking numbers as this will likely be required when completing internal paperwork. It is also useful in the event of a shipping error that may compromise the return credit schedule as defined above in the Dealer True Up section of these terms and conditions.

Once the customer credit has been issued, the new component has been invoiced and competitive CAD/CAM has been sent to Dentsply Sirona, the dealer will need to complete internal signoffs and credits using their internal processes and forms as provided by their corporate teams to relieve any internal costs associated with the returned CAD/CAM equipment.

DEALER TRUE UP PROCESS

Dealer true up for promotional dollars will be done in accordance with the below schedule. This schedule defines the policy for units being returned in exchange for promotional dollar on the customer invoice:

- 100% true up if qualifying trade-in equipment is returned within 45 days from the date of invoice (on the new equipment);
- After 45 days from the date of invoice, Dentsply Sirona may – on a case by case basis and dependent on the reasons for the delay - provide 50% true up to the dealer. In order to request such an exception, the dealer must request pre-approval **by end of 45-day window**.
 - A copy of the invoice and reason for request can be sent to the following email address for approval: UnitedStates-CADCAMMarketing@dentsplysirona.com.

LICENSES & USB LICENSE DRIVES

All CEREC Primescan AC units received by customers as part of this program should include the latest version of CEREC software at the time of installation. As of January 1, 2021, this would be CEREC Software 5.1.2. Should there be any questions regarding appropriate licenses to be included, please contact the dealer CAD/CAM support call center.

Warranty & CEREC Club

An existing CEREC Club member, who is paying the most updated applicable monthly Club fee, will receive a 7-year manufacturer parts and labor warranty on their new CEREC component; non-CEREC Club members will receive a one-year manufacturer warranty.

