

GCA Comfort Guarantee

We offer a comprehensive, retrospective and automatic warranty on all Nagor and Eurosilicone breast implants.*



What products are covered?

Silicone gel-filled breast implants.

What brands are covered?

Nagor and Eurosilicone brands.

Are there any time limitations on the warranty?

No, the warranty is retrospective and covers all Nagor and Eurosilicone products, including those that are currently implanted.

What does the warranty cover?

1. Free of charge replacement of the implants in the event of rupture for one or both implants.[^]
2. Free of charge replacement of implants in the event of capsular contracture at Grade III or IV on the Baker Scale, for one or both implants.[^]

Replacement policy.

We are able to replace the defective product with any model, size, or style, from either the Nagor or Eurosilicone range of breast implants currently featured in our catalogue.

What information is required and why?

As a responsible company we follow all regulatory requirements in countries where we trade. As a minimum, the medical doctor will need to provide us with: the brand, model, size, lot and serial number of the defective product(s), and the reason for the claim as documented in our 'Customer Complaint Form'.

How long will it take to confirm if a product is eligible for the warranty?

It's our priority to provide customer satisfaction. We deal with all requests as a matter of urgency, so our average response time is 48 hours from receipt of accurate information.

Does the warranty cover a rupture at any stage of surgery?

Yes, for more than 30 years we have partnered with patients and medical doctors to ensure their journey with us is as comfortable as possible.

Do ruptured products need to be returned?

Yes they do. We will need to carry out an inspection and investigation to establish the cause of rupture.

Does the guarantee cover costs of surgery?

No – the guarantee only applies to our products, it does not cover any surgical costs.

Do explanted products that are still intact need to be returned to GCA?

No they don't. As long as the application instructions are followed and we are supplied with the information we require, i.e. photographs, statement of intact and completed claim form.

What process should I follow for intact products?

Complete the GC Aesthetics 'Customer Complaint Form' with associated evidence (pictures, etc).

On receipt of the adequate information the complaint will be processed and an answer will be provided to confirm whether or not the application is successful.

How do I complain or make a claim against the GCA Comfort Guarantee?

For Nagor products email:
ukvigilance@gcaesthetics.com

For Eurosilicone products email:
return@gcaesthetics.com

Who can submit a complaint or claim request?

Healthcare professionals. If you are a patient we invite you to contact your medical doctor in order to get the appropriate support.

GC Aesthetics is a medical device company and cannot substitute the expertise and experience of the medical doctor selected by the patient.

[^]On all silicone gel breast implants implanted by an appropriately qualified and licensed physician in accordance with accepted surgical procedures and techniques, and in strict accordance with GCA instructions for use as per product package insert. [^]Contralateral exchange is applicable if deemed necessary by surgeon.