

VB: Broken implant

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To: Gustaf Engström <optige@gmail.com>

Från: Kai Castledine <a.:castledine@ksec.co.uk>
Skickat: Monday, 4 September 2023 12:07
Till: Gustaf Engström <gustaf.engstrom@ambidex.se>

Ämne: Re: Broken implant

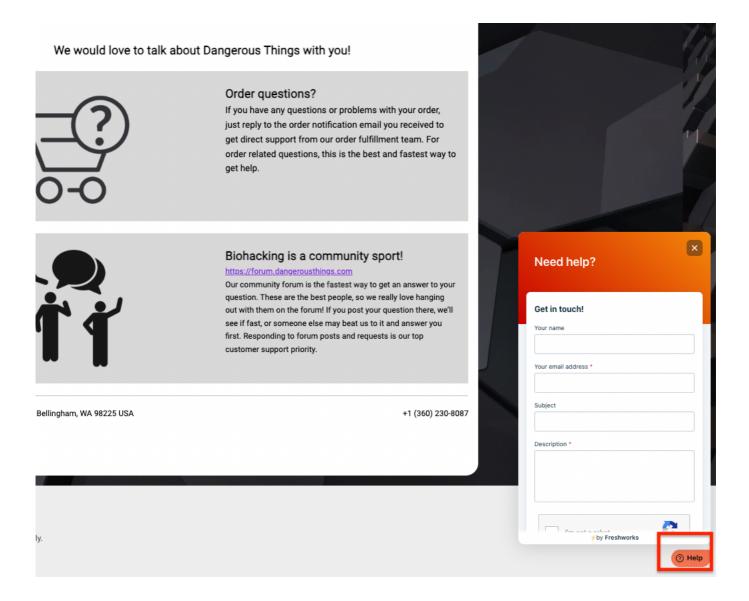
Hello Gustaf,

Firstly, thank you for purchasing from KSEC.

I'm sorry to hear you have an issue with your implant! The manufacture has a warranty on their implants which you can review here: https://dangerousthings.com/lifetime-warranty/

Please contact them directly and they should be able to assist you further in getting this resolved.

https://dangerousthings.com/contact-us/



Kind Regards



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From: Gustaf Engström <gustaf.engstrom@ambidex.se>

Date: Monday, 4 September 2023 at 07:59
To: Contact KSEC <contact-us@ksec.co.uk>

Subject: Broken implant

Hello!

I ordered this implant and had it professionally installed in October of last year. It has worked perfectly to open doors at my school and I appreciate it a lot! However it stopped working a since. I am certain it is broken.

It was handled with great care and no tools during installation, and I have never hit my hand or had any pressure on the chip what so ever so I have not yet managed to figure out how it it replaced? At least the product, I guess I have to pay the hand-surgeon to both take it out and put in a new one.

Thank you for an awesome product otherwise!