

VB: Broken implant

Gustaf Engström <gustaf.engstrom@ambidex.se>
To: Gustaf Engström <optige@gmail.com>

Från: Kai Castledine <kai.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/>

We would love to talk about Dangerous Things with you!



Order questions?

If you have any questions or problems with your order, just reply to the order notification email you received to get direct support from our order fulfillment team. For order related questions, this is the best and fastest way to get help.



Biohacking is a community sport!

<https://forum.dangerousthings.com>
Our community forum is the fastest way to get an answer to your question. These are the best people, so we really love hanging out with them on the forum! If you post your question there, we'll see if fast, or someone else may beat us to it and answer you first. Responding to forum posts and requests is our top customer support priority.

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ly.

Need help? ✕

Get in touch!

Your name

Your email address *

Subject

Description *

Please mark as urgent

by Freshworks

Help

Kind Regards

Kai Castledine

KSEC Founder

www.ksec.co.uk



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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!