

## DEVICE WARRANTY AND REMAKE POLICIES

*"Our number one goal is excellent customer service"*

### UNCONDITIONAL GUARANTEE

We guarantee your complete satisfaction with the workmanship and materials of the device you purchased. If for any reason the device is not acceptable at the time of receipt, we shall adjust, repair or replace the device at no charge. Please see below for all details.

#### **WARRANTY POLICY**

Authentic Dental Laboratory is proud to **warranty its products for life** against defects in materials and craftsmanship involving porcelain or substructure failure for crown and bridge restorations. This is available at a cost of \$25.00 per unit. Please contact one of our customer service representatives for more information about our **Life Time Warranty**.

The cost for fabricating dental appliances cannot be refunded. A credit may be issued by Authentic Dental Laboratory, directly to a customer's account when cases do not meet their standards or Authentic Dental Laboratory failed to execute the customer's original request or failed to meet specific instructions provided by the requesting dentist. The dentist agrees to inspect all items when received prior to installation and will promptly notify Authentic Dental Laboratory if any items are not satisfactory. Any express or implied warranties are expressly limited to replacement or repair of the item, which shall be the exclusive remedy, and Authentic Dental Laboratory will not be responsible for any consequential damages including, but not limited to, any costs or labor associated with the repair or replacement of items. A **seated** restoration is deemed to be satisfactory and accepted by the dentist.

Any case returned for credit/remake **MUST** include:

- a. Original restoration(s)
- b. Original model(s)
- c. Copy of original RX
- d. Copy of original invoice
- e. All original parts associated with the case.
- f. Detailed explanation of why the credit/remake is being requested.

#### **REMAKE POLICY**

All cases will be remade at no charge or Authentic Dental Laboratory will issue 100% credit to the customers account if received within **1 year** of the original invoice, except under the following circumstances:

1. If Authentic Dental Laboratory questions the impression, prep, die or margin, and the dentist requests completion of the case.
2. If Authentic Dental Laboratory requests a try-in, and the dentist declines and asks for a completed case.
3. If the returned case includes a new bite registration, new impressions, or other materials NOT reflecting the original case.
4. If the returned case proves that one or more teeth have been re-prepped, thus NOT reflecting the original case.
5. If the dentist trims the dies or requests a reduction coping.
6. If there is a shade, product change or changes to the original Rx instructions.
7. If the case was cancelled after fabrication was started.
8. Remakes that are non-lab related resulting from accidents, neglect, abuse, failure of supportive tissue structures poor quality impression, improper preparation, improper seating, improper adjustments or improper dental hygiene.

Any credit balances on an Authentic Dental Laboratory account must be used for lab services within 90 days from the date of issue or it expires. Customers must report any shipping discrepancies and /or damages within 30 days of the customer's invoice to Authentic Dental Laboratory Customer Service. Beyond 30 days from the date of invoice, approval for remake or credit is at the sole discretion of Authentic Dental Laboratory. There are no cash, check, or credit card refunds.

Transportation/Shipping charges for returned items are the responsibility of the customer.

#### **THE FOLLOWING ITEMS ARE NOT COVERED BY THE WARRANTY/REMAKE POLICY:**

- Provisionals & Diagnostic Wax-ups
- Veneers
- Removable Appliances
- Composite materials
- Implant parts
- Maryland Bridges
- Pontics involving unhealed extraction sites.
- All digital (IOS) Intraoral scans
- Crowns involving reduction copings.
- Bevel or Feather edge margins on All-Ceramic crowns.
- Stone die models for implants.
- Matching a shade to an old and/or broken crown, temporary, or composite.
- All operatory products are not refundable due to their infectant nature.
- Altering the master model per customer request. Ex. pontic site.
- Relined Impressions

These policies are subject to change without notice.