

# WARRANTY

## UNCONDITIONAL GUARANTEE

(excludes sales to dental laboratories)

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 or at the time of insertion, we shall adjust, repair or replace the device at no charge. Simply return the device and materials with an explanation of the problem.

## DEVICE WARRANTY

The oral device you purchased is warranted against defects in workmanship and materials. In the event of unsatisfactory material performance, the repair or complete replacement of the device is covered. Orthodontic, sleep and splint devices are warranted for 90 days. Cosmetic porcelain/resin restorations, alloy restorations, cast or flexible partial restorations and denture teeth and bases will be warranted for five years. Device Warranties do not include nor apply to cash refunds, temporary replacements, costs incurred for removal or reinsertion, costs incurred by another laboratory, devices that have been previously repaired or altered from new, device damage or ill-fit due to accident, neglect or abuse, supporting bone, tooth or tissue failure, dental changes or improper oral hygiene.

To validate the Device Warranty, the following conditions must be met:

- *Original restoration must be returned to the originating laboratory along with a new completed work authorization.*
- *The original work authorization, or evidence of original purchase, must be included along with a new completed work authorization and the device. This warranty is in lieu of all other warranties either expressed or implied and may not be modified by any agent, employee or representative of the laboratory.*

## REMAKE POLICY

The original manufactured good is guaranteed for a period of five (5) years.

Remake charges will apply under the following conditions:

- *Customer re-preps the original case*
- *The original manufactured restoration was not returned at the time of the remake*
- *The customer changes material from the original requested material*
- *If a remake is needed after the customer was contacted by the lab and the lab questioned whether the case materials provided were satisfactory and the customer approved completion of the case without making adjustments to the case materials or refused a try-in*
- *Customer requests a tooth shade different from the original tooth shade requested, the original must be returned and additional charges will be applied.*
- *Any partial/denture that fits the master but does not fit in the mouth, amount of the remake charge will be determined based on the nature of the case.*

**If you need shipping labels or lab scripts, please contact our customer service team:**

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