

## TDL REMAKE AND WARRANTY POLICIES

At TDL we are proud to guarantee our work to be free of defects due to materials or workmanship. We guarantee the restoration to fit the provided model and to be constructed to the design requested on the Rx. Our mission is to provide dentists with all levels of customer satisfaction, accuracy, availability, partnership, and advice.

There are many reasons for a product to be remade and we are grateful for the chance to make things better. Remakes are costly for the lab and the doctor and we want to make sure that the way we handle this issue makes for a better relationship for all of us. Please send us any photographs or x-rays of the problem, you can email them to [tdlboise@gmail.com](mailto:tdlboise@gmail.com). Please include doctor name and patient name along with short description of the problem. Feel free to call 208.322.0323 with any questions or concerns.

However, charges will likely be incurred under the following circumstances:

- The original dental restoration was not returned.
- The bite or impression sent is different from the original.
- Abutments and/or teeth are re-prepped.
- Restorative materials requested are different from the original order.
- The shade is different from the original order.
- Specific instructions were not provided on the original order.
- The lab questions the die, margin, or impression and is told to proceed as is.
- The lab has advised the quality of the order cannot be guaranteed and is informed to proceed.
- The restoration fits perfectly on the master model and solid model.
- Restorations must be inserted by a licensed, practicing dentist.
- TDL will notify clients of any remake charges prior to fabrication.
- *Obvious lab failure. NO CHARGE.*
- *Obvious client failure. FULL CHARGE.*
- *If no obvious cause is found for the inaccurate seating of a restoration there will be a charge of 1/2 the total cost to make the restoration.*

### Terms & Conditions

Monthly statements will be sent to customer at the beginning of each month. Balance on statements is due upon receipt. Any amount not paid within Thirty (30) days of the statement date shall incur a 1.5% Finance Charge per month. All 30 Day delinquent accounts will be placed on a COD or prepayment terms. There will be a COD service Charge based upon current courier charges. All cases and Items from a delinquent account will remain property of Treasure Dental Lab-TDL until account is paid in full. Visa and MasterCard accepted. Checks also accepted on terms. A minimum of \$35.00 will be charged for each returned check. All disputes shall be governed in all respects to Idaho Law. Ada County, Idaho Law with prevailing party to recover attorney's fees, court cost and other expenses, including actual expert witness fees, if any in addition to any other relief to which prevailing party may be entitled. You have the right to inspect the product prior to acceptance, however your failure to reasonably notify and return product within ten days of receipt constitute acceptance. Other forms of acceptance includes; but are not limited to installing the product into a patients mouth, or requesting a change of shade. Change of preparation, bite or design modification of any sort to the product. In the event that any case is cancel for any reason before shipment the dentist shall pay the reasonable value of all work performed prior to receipt of cancellation of order by Treasure Dental Lab-TDL. The customer agrees to these terms & conditions as stated on each printed statement, invoice, or work order. Notice by a dentist for a non-conforming case shall include a specific and detailed statement of the reason for rejection laboratory shall be given the opportunity correct the defect or replace the case. Where the cause of the non-conforming case cannot be clearly and reasonably identify as due to either the fault of the lab or the dentist. The cost of remaking the case shall be borne equally by the parties hereto.

**WARRANTY:** We guarantee our work for 5 years against defects in materials and craftsmanship, except for Veneers.

**\*\*ZirCrowns (FC Zirconia) have a 10 year warranty\*\***

At TDL we have a variety of implant parts (impression copings and screws) and tools (torque wrenches) available to loan out to help with restorations. Please note all parts sent out must be returned or will be charged to the doctor. If doctor sends own parts, they will be returned with final restoration. Please make sure to specify on the RX which parts are sent.