



## Sun Dental Labs Remake & Warranty Policy

The cost for fabricating custom made dental appliances cannot be refunded. A credit may be issued by SDL directly to a customer's account when cases do not meet SDL's standards for quality, function and aesthetics. Any credit balance on a SDL account must be used for lab services within 60 days from the date of issue or it will expire.

### Remake Policy:

Eligible remakes will be done at no charge if received within 60 days of invoice date. All original case materials including models and impressions along with the dental restoration MUST be returned for credit consideration.

***New cases will be billed if remake is required due to any of the following:***

1. There is a shade or product change different from the original request.
2. Lab questioned die, margin, impression or bite and was advised to complete case.
3. Lab requested a try-in, customer declined and asked for a completed case.
4. Abutment required reduction due to undercuts/clearance and/or the teeth were re-prepped.
5. The partial denture fits the master cast.

**Items ineligible for remake credit: Immediate Partial and Dentures or Veneers**

***\*All warranty terms and conditions are subject to change without notice\****

Warranty is for 2 years from the date of delivery. Limited 60-day warranty on Orthodontic appliances, nightguards, and any repairs. This warranty is in lieu of all other warranties, whether expressed or implied and may not be modified by any agent, employee, representative or distributor of Sun Dental Labs, LLC.

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