

## **REMAKE POLICY**

ALAI Dental Laboratories will remake or repair the case free of charge under most conditions. However, charges will be applied under the following circumstances:

1. Original dental restoration (including model work and impression) is not returned.
2. New bite or impression is different from the original; or abutments and or teeth are re-prepped.
3. Shade differs from the original order.
4. Restorative materials are different from the original order.
5. Study models and or specific instructions were not provided for anterior cases.
6. We requested a new impression but you asked for us to proceed without one.
7. We requested a try-in but you asked us to proceed without one.
8. We advised you the quality of the order cannot be guaranteed but you asked us to proceed anyway.

## **WARRANTY**

***WHAT IS COVERED*** – Subject to the terms and conditions set forth below, ALAI offers a 5 year warranty on fixed restorations as follows: work is guaranteed to be free of defects due to materials and workmanship and the appliance is guaranteed to fit the provided model and to be constructed to the design requested on the prescription form. The warranty runs from date a restoration request is received by ALAI.

***EXCLUSION*** – The following shall not be covered by ALAI’s warranty: (i) cash refunds for custom-made restorations; (ii) costs incurred for removal or insertion; (iii) repairs resulting from accident, neglect, abuse, failure of supportive tooth structure or tissue structures, improper adjustments or dental hygiene; or (iv) restorations partially fabricated or completely fabricated by any lab other than ALAI.

***HOW THE WARRANTY WORKS*** – If during the applicable warranty period client experiences any problems with restoration that are covered by the warranty as described herein, the client may elect to receive as follows: (i) credit – within 30 days of request by client, a credit will be issued and applied to client’s account; or (ii) Remake/repair during the warranty period, ALAI will remake or repair the restoration (provided that if client elects to change the materials for such restoration, the original cost of the restoration will be credited and the new costs invoiced).

***CONDITIONS*** – In order for client to receive the benefits of the warranty, client agrees as follows: (i) client must provide ALAI with proof of purchase, including an invoice and patient name; (ii) the original dental restoration (including any damaged pieces, model work, etc) must be returned; (iii) the restoration must be inserted by a licensed practicing dentist; and (iv) if ALAI requests a new impression, but is instructed by client to proceed without the new impression, the warranty shall be null and void and any further remakes will be completed at full cost.

***\*See all details regarding warranty and remake policy under Terms and Conditions on the Client Credit Application form.***