

Our Warranty Policy:

Our warranty policy is intended to be as fair as possible for the dentist, the patient, and for us. We rely heavily on the dentists' honesty and integrity to tell us why the restoration failed. If the restoration failed as a result of trauma or abuse by the Pt and the dentist is charging the Pt for the new restoration, then we would want the dentist to tell us that so we can also charge for the lab-work.

Our Remake Policy:

In all instances, we will abide by the dentists' judgment and decisions as to how a remake will be charged. Our preference is to use the guidelines below, but these are simply suggestions that may help with a decision.

- No charge to the dentist – 100% charge to us. A dentist feels we failed to follow the Rx or in some other way failed to complete the fixed restoration or removable prostheses / appliance as it should have been done.
- 50% charge to the dentist – 50% charge to us. Dentists choose if the fixed or removable prostheses fit the model-work but doesn't fit in the patient's mouth, or any some similar situation in which it's unclear why a restoration fits a model but doesn't fit properly in the mouth.
- 100% charge to the dentist – 0% charge to us. A dentist selects if the fixed restoration or removable prostheses / appliance was made to the dentist's impressions and instructions and ultimately it did not meet the dentist's needs. This would also be the correct option if we show the dentist one or more conditions in an impression that will likely cause problems with the finished restoration and the dentist tells us to continue with the fabrication of the restoration or removable prostheses and ultimately it needs to be remade.

Fixed Restorations

All PFM'S/PFG'S – all alloys: single units and all bridges that the porcelain failed – not due to impact – has a warranty length of Five (5) years.

E.max & Empress: single units, laminates, or inlays & onlays that the core or porcelain failed – not due to impact – has a warranty length of Five (5) years.

Zirconia FC & Cores: single units and all bridges that the porcelain failed – not due to impact – has a warranty length of Five (5) years.

Removable Restorations

Acrylic – Full and Partial Dentures: with and without metal frameworks that have loose teeth, lost teeth, cracks, clasps break and other failures – not caused by impact and/or neglect have a warranty length of Five (5) years.

Flexible – Full and Partial Dentures: with and without metal frameworks that have loose teeth, lost teeth, cracks, clasps break and other failures – not caused by impact and/or neglect have a warranty length of Five (5) years.

Night-Guards or Bite Splints: Hard, soft and laminated appliances with cracks, breaks, or other failures – not caused by impact and/or neglect have a warranty length of One (1) year.

Acrylic – Stayplate / Flipper: with and without metal frameworks that have loose teeth, lost teeth, cracks, clasps break and other failures – not caused by impact and/or neglect have a warranty length of 90 days.

If you have any questions or would like clarification on any of our policy please call our office.

PLEASE NOTE: Due to the dietary, hygiene, smoking, drinking and other habits of each patient, we CANNOT warranty any acrylic or flexible removable appliance color changes in the teeth, the acrylic or the flexible resin materials.