

The cost for fabricating custom-made dental appliances cannot be refunded. A credit may be issued directly to a dentist's/lab's account when cases do not meet Digital Designs Dental Lab exceptional standards for quality, function, and aesthetics. The Remake and Warranty Policy is valid only if a continual business relationship is present with Digital Designs Dental Lab.

## Remake Policy

All remakes will be at no charge if received **within 60 days** of the invoice date **except** under the following circumstances:

- A) DDDL inquired about the margin or impression, but the dentist/lab approved and requested completion of the case.
- B) DDDL requested a try-in with teeth, but the dentist/lab declined and asked for a completed case.
- C) A try-in with teeth was not requested by the office (start to finish cases).
- D) The teeth are re-prepared
- E) There is a shade change different from the original request
- F) The partial denture fits the master cast

For eligible remakes within 60 days without the original case, DDDL shall remake these cases at 50% of the retail price of the restoration at the time the request is made. If the original model and dental restoration are returned within 30 days from the remake invoice date, DDDL will issue a 100% credit of the amount charged, if any, to the dentist's/lab's account.

## Warranty of Work

DDDL guarantees its work for the lifetime of the restoration against defects in materials and craftsmanship. The following appliances and services are not covered by any warranty because of their temporary or delicate nature:

- Acrylic temporaries
- Veneers
- Flippers
- Masele Crowns
- Immediate Dentures (see below)
- Premium Dentures (see below)
- Flexible Partials (see below)
- Rush Fees

DDDL guarantees removable appliances for life against breakage; normal wear and tear (including discoloration) is excluded. It is recommended that all removable appliances be cleaned daily using a removable dental appliance cleaner. For any type of complete or partial denture (including immediate and premium dentures), no remake nor warranty applies unless there is record that the case was tried in with teeth before finishing.

For any questions on our remake and warranty policies, please contact us at **(855) 605-2700** or email us at **info@digitaldesignsdl.com**.



At Digital Designs Dental Lab, we take pride in the quality of our products/services and want you to be completely satisfied with your purchase. To demonstrate our commitment to your satisfaction, we offer a lifetime guarantee on all of our products for the duration of our business relationship.

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

\*Valid only if a continual business relationship is present with lab

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