

MicroDental Laboratories Term & Conditions

WE 100% GUARANTEE YOUR COMPLETE SATISFACTION with the workmanship and materials of the device you've purchased. If the device is not acceptable at the time of receipt or at the time of insertion, barring service warranty conditions described below and provided prior device history does not reveal an unwarranted order, we shall adjust, repair, or replace the device at no charge, preserving the full warranty period. Warranty conditions are listed below and warranty period begins on the date of manufacture. Simply return the device together with an explanation of the problem and your request for a device adjustment, repair, or replacement.

OUR SERVICE WARRANTY covers your device in use, against defects in workmanship and materials. If unsatisfactory material performance is experienced within the service warranty period, the repair or replacement of the device, excluding clinical costs, is covered. In this event, remainder of warranty period from original date of manufacture remains intact.

- **Fixed restorations** comprised of, but not limited to, alloy, porcelain, resin, or zirconia are warranted for 5 years* from the date of manufacture. New requests for feldspathic veneers will no longer be warranted.
- **Removable restorations**, such as dentures, flexible and alloy partial dentures carry a service warranty of 2 years* from date of manufacture for a one-time reline, repair, or replacement per device. Upon repair or reline, the service warranty is retired. Upon a one-time replacement, the remainder of the original warranty period, from original date of manufacture, remains intact. Immediate partial and immediate full dentures are not warranted.
- **Mouthguards and Therapy Devices** (devices intended for provisional, diagnostic, therapeutic, orthodontic, or orthopedic use) are warranted for 90 days* from the date of manufacture due to the higher incidence of damage or ill-fit caused by intermittent wear and/or dental, skeletal or muscular forces or change. These include products such as MicroTemps, temporary partials, orthodontic, orthotic and splint devices. Upon repair or reline, the service warranty is retired. Upon one-time replacement, the remainder of the original warranty period, from original date of manufacture, remains intact. Progressions Warranty is now 30 days* from date of manufacture.

* Terms and conditions may vary depending on the labs. Please contact your local lab for details.

In order to exercise a Service Warranty, the following conditions must be met:

- All original alloy (if applicable), original device, and original models must be returned to the laboratory.
- The original work authorization (or evidence of original purchase) must be included with a new completed work authorization and new models.

Service warranties do not include nor apply to deviations from original work order instructions, nor devices that have been previously repaired, relined, rebased, or otherwise altered from new; nor devices that have been damaged or are ill-fitting due to accident, patient non-compliance, negligence, abuse, supporting bone, tooth or tissue failure, dental change, dental or muscular parafunctional habit, improper clinical protocols, or improper oral hygiene. Unwarranted orders include cases requiring clinically-requested lab alterations to original case materials, as well as clinically-overruled laboratory requests for new materials, products or process changes. Further, service warranties do not include nor apply to devices that have been previously non-warranted in device history record, or have failed due to misdiagnosis or incorrect choice of device. Warranties do not include nor apply to work performed by another laboratory, cash refunds, temporary replacements, costs incurred for removal or reinsertion, or costs incurred by another laboratory. All guarantees and warranty exclude sales to other laboratories. This warranty is in lieu of all other warranties either expressed or implied and may not be modified by any agent, employee, or representative of the laboratory.