

## ***Nine Bells Dental Laboratory Warranty***

The following terms and conditions shall apply to all orders placed with Nine Bells Dental Laboratory, INC by Clint:

All completed cases are guaranteed for 1 year as long as dentist having business with us from date of delivery. This helps assure you and your patient peace of mind. If the case is unsatisfactory, simply return it and we will adjust, repair or remake the case free of charge.

\*Old dental prosthesis must be returned with model work in order for the warranty to be applied.

### ***Our Warranty does not cover the followings:***

- A reduction coping is not covered because of requested by the dentist.
- All warranties are not transferable. All claims must be processed through the dentist who places the order for the original restoration. The original; restoration must be returned to us within the relevant warranty period for the warranty to be honored.
- No work can commence on any claim until the original restoration is returned.
- No alterations or changes the original prescriptions are allowed. Only one repair or remake or restoration is covered by the warranty.
- We reserve the right to disallow a claim under warranties if payment for the restoration has not been made.
- Case refund or credit
- Alloy, implant parts, attachments, Zirconia/Alumina/E-max copings
- Changes to the original prescription
- Repair/Remakes resulting from not our lab and non-lab related problems such as accident, failure of supportive tooth or tissue instruction, improper dental hygiene etc.
- Prostheses partially or completely fabricated by other dental laboratories.
- Consequential damages such as inconvenience, lost chair times, lost wages, bill from another dental lab etc.

Nine Bell Dental Laboratory reserves the right to use discretionary judgment on warranty when resulting from accidents, neglect, abuse, fail of supportive tissue structures, improper adjustments or improper dental hygiene and determine where the fault originated (within or Outside lab) and make a final decision on the appropriate action.

- Nine Bell Dental Laboratory inquired about the impression, margin, die but the dental office gave the OK to proceed anyways.
- Nine Bell Dental Laboratory requested a try in but the dentist office insisted to go to Finish.
- A shade change other than what was on the original RX form(dark to lighter)
- The case does not fit on the master models
- The following appliances and services are not covered by any warranty because of their temporary or delicate nature such as,  
-Temp crowns, Veneers, Stayplate, Immediate Dentures and Premium Dentures

## **Terms**

Monthly statements will be issued at the last business day of each month.

All statements must be paid in full by the 25th of the following month in which the statements is prepared. Amounts not paid by the 25th of the following month will incur a 2% finance charge per month. Any accounts not paid within 25 days of the statement date may be put on hold (and/or converted to a C.O.D. basis) and may be sent to collections. Client shall pay all costs of collection, including without limitation, collection agency and attorneys' fees, incurred by Nine Bells Dental Laboratory. A fee of \$50.00 may be charged for all returned checks.