



Warranty List Payment & Remake Policy

Fixed

Full Mouth Rehabilitation	5 Yr
E.max	5 Yr
Zirconia	5 Yr
E.max MD Bridge	1 Yr
Provisional Crown	6 Mon

Removable

Metal RPD Framework	5 Yr
Full Denture	1 Yr
Immediate Denture (Exc. Reline)	6 Mon
Vaplast/Acrylic RPD	6 Mon
Flipper/Nesbit	3 Mon
Essix Retainer	3 Mon
Night Guard	6 Mon
LVI Night-Time Appliance	1 Yr
Night-Time Appliance (Suck Down)	3 Mon
Removable Orthotic	6 Mon
Denture Repair	3 Mon
Locator Denture	1 Yr

Implants

Implant Crown/Bridge	5 Yr
Impt. PMMA S.R. Crown	6 Mon
Provisional Bridge	6 Mon
Impt. Bar + Locator Denture	5 Yr / 1 Yr
Hybrid Bar + Denture	5 Yr / 1 Yr
Impt. Zir. S.R. Full Mouth Rehab	5 Yrs

Payment Policy

- Customers must always provide Protech Dental Studio with a valid credit card account. Payment for work done by Protech is due in full upon receipt of the monthly statement.
- Balances left unpaid after 30 days from statement will be charged a current APR interest per month. Any unpaid balances after 61 days will be automatically charged to the credit card on file and the account will be placed upon COD (Cash on Delivery).
- *Cases on hold will be retained for a maximum of 6 months, after which they will be disposed of in accordance with our laboratory's storage policies.*
- No full refunds will be issued once case processing has begun. If doctor requests to halt the case, charges may apply for: supply, implant parts, or materials used up to the point of termination.

Remake Policy

- Protech Dental Studio will not be responsible for full refabrication cost when a product fits on the model provided by the dentist's impressions but does not fit intraorally.
- The original restoration and original models *must be returned* with the request for remake or repair
- Remake charges of 50-100% will apply under the following conditions:
 - The original restoration is not returned
 - The case has been re-prepped
 - The shade, material, or restoration type are different from the original order
 - A new impression or scan has been requested but the doctor wanted to proceed without providing one
 - A try in was requested and the doctor had asked us to proceed without
 - We had requested that the case be re-prepped, and the doctor asked us to proceed without re-prepping
 - A reduction coping has been requested
 - The failure is due to a non-lab related problem
 - Original case is misplaced/lost by practice or patient
 - Doctor requested immediate/surgical partials or dentures with healing extractions
 - New implant parts, additional material, or supply is used to remake a case