



## Warranties and Remake Policy

### About

Hancock Dental Arts is a boutique dental lab located in Eden Prairie, Minnesota, with a well-established reputation for excellence. Our passion is creating the most beautiful porcelain veneers available today. We are determined to ensure that every case we touch will result in a smile that radiates the confidence it deserves. We treasure the opportunity to work closely with our Dentists, ensuring consistently exquisite results.

### Warranty and Remake Summary

Hancock Dental Arts strives to produce the highest quality, most superbly crafted dental products possible. We work closely with all our clients to ensure their patients are pleased with all Hancock Dental Arts produced products. We understand that occasionally adjustments to and remakes of our products are necessary. ***We ask clients to contact us prior to sending back any product for an adjustment or remake.*** We are committed to working with our clients to reach mutually acceptable terms for adjustments and remakes. Thank you!

### Limited Warranty

We guarantee our work to be free from defects in materials and craftsmanship. All crown, bridge, and veneer restorations will be constructed using the appropriate materials and the best practices of any well-run dental laboratory. They will conform to the written specifications provided with each work order.

Hancock Dental Arts provides dental lab services and produces dental products (restorations, and components) warranting that all laboratory work is performed according to the client's specification and approval, in the belief that the products will be useful as prescribed and approved. We make no other warranties.

- Warranties will not apply to any cases in which the doctor/practice has chosen to disregard the lab's technical recommendations.
- Product warranties apply only to the original doctor and patient and are not transferable.
- The warranty does not cover breakage resulting from accident or misuse.
- Implants, and Abutments - Refer to the manufacturer's warranty.
- Warranties do not cover costs incurred for removal or insertion, incidental or consequential damage, including inconvenience, lost wages, chair time, or pain and suffering.
- Any products that were partially or completely fabricated by another lab other than Hancock Dental Arts are not covered by our warranty.

The Limited Warranty covers product repairs, replacements, and remakes according to the terms stated above and below. The warranty is the lab's sole obligation and the client's sole remedial action. The client agrees to pay all other costs, including but not limited to the cost of preparation or other incidental costs and shipping. This warranty is in lieu of and supersedes all other warranties, whether expressed or implied, and may not be modified by any agent, employee, representative, or distributor of Hancock Dental Arts products.

### Adjustments



## **Warranties and Remake Policy**

Hancock Dental Arts will make normal and customary adjustments to restoration work if required free of charge. Ground shipping will be included as part of the first adjustment. Any additional adjustments may be charged appropriate shipping fees to the client.

### **Remakes**

Any restoration that meets the qualifications for a remake and experiences a defect in materials or workmanship within **two years** from the date of shipment will be remade at no cost, with the exception of applicable shipping fees. Exclusions that could be charged up to 100% include:

- Remakes if there is a need for a prep reduction, re-prep, material change, a different shade than the original, adjustment to the abutment due to a lack of clearance, lack of parallelism, undercut or other reason.
- Remakes resulting from the use of oral appliances or oral surgery.
- Chipping due to cutback of the incisal edge.
- Restorations that have already been seated and bonded.
- Repair resulting from accidents, neglect, abuse, failure of supportive tissue structures, improper adjustments, or improper dental hygiene.

***All remakes should be discussed with a Hancock Dental Lab representative before submission to Hancock Dental Arts to determine necessary charges (if any), timing, specifications, and any other issues involved with the case.***

The client has the right to inspect delivered cases before acceptance. If the case is found to be defective, a written explanation of the non-conformance shall be communicated to the lab within a reasonable time (not to exceed 15 business days after receipt by the client). Where the client requests a remake or repair, the client shall return all original case components to the laboratory including the original impressions, models, and restorations. The Laboratory shall be given the opportunity and reasonable time to assess the problem and to correct the defect or replace the case, at the laboratory's sole discretion.

The cause of the non-conformance will be assessed by the laboratory, based on the written explanation sent by the client, and reviewed by the QA department and management of the lab. Where the cause of the non-conforming case cannot be clearly or reasonably identified as due to either the fault of the laboratory or the client, the cost of remaking the case shall be borne equally by the lab and the client.

If the laboratory fails to provide a conforming case in a reasonable time, the client's remedy is limited to the return of all original items submitted to the laboratory. Except where prohibited by law, the lab will not be liable for any loss or damages arising from the use of devices, whether direct, indirect, special, incidental, or consequential, regardless of the theory asserted, including warranty, contract, negligence, or strict liability. The client agrees to indemnify and hold the lab harmless from and against any claim or demand, including reasonable attorney's fees, made by any third party due to or arising out of the client's use of said devices.

### **Terms and Conditions**



### **Warranties and Remake Policy**

By signing and sending a prescription or work instruction to Hancock Dental Laboratory, you agree to abide by the following terms and conditions.

- Case preparation infection control: The client must rinse and thoroughly disinfect all materials used in the mouth before sending them to the laboratory and again when returned from the laboratory before placement in the patient's mouth. Documents accompanying the case shall be isolated from impressions and wet case components by placing them in a plastic bag.
- All cases are payable upon delivery unless alternative payment terms have been established. If alternative payment terms are established, all account balances are payable with Net 30 Terms.
- If any order submitted by the client is canceled for any reason before shipment, the client shall pay the reasonable value of all work performed by the laboratory prior to receipt of notice of cancellation. All cases and items sent remain the property of Hancock Dental Laboratory until the account is paid in full.