

# **Griffin Dental Lab** Inc.

10860 Switzer Ave. #112, Dallas, TX 75238

214-378-7300; FAX 214-378-7302

e-mail: [info@griffindentallabs.com](mailto:info@griffindentallabs.com)

## **Remake & Warranty Policy**

Griffin Dental Lab Inc. takes great pride in the quality and craftsmanship of our appliances. We count on our clinicians to provide the most accurate impressions and working casts available. **All warranties and remakes will be evaluated by GDL Inc. on a case by case basis. For the evaluation, we will need all original model work and appliances returned. GDL Inc. reserves the right to cure or correct any defect before issuance of any credit. Any credit must be applied to appliances and services within sixty (60) days of issuance.**

All remakes will be at no charge if received within fifteen (15) days of the invoice date **except** under the following circumstances:

1. The product is altered. Any use, sale, alteration or modification to the appliance shall constitute acceptance of the appliance
2. Untimely notification of product issue or defect. Failure to timely notify and return the appliance to GDL Inc within fifteen (15) days of receipt of the item shall constitute acceptance of the appliance.
3. The appliance fits the master cast but not the mouth.
4. Damage exceeding normal wear.
5. Incorrect shade chosen by the doctor or patient.
6. Changed from the original script, i.e.: shade or product
7. The case was cancelled after the appliance was begun. Fabrication starts the day Griffin receives the case. The practice will be billed at the stage of completion.
8. Any credit must be applied to appliances and services within sixty (60) days of issuance.
9. Returned checks will be assessed the maximum fee permitted by law plus and associated bank costs/fees.
10. GDL, Inc. reserves the right to cure or correct any defect before issuance of any credit.

### **No Warranty**

Griffin Lab cannot offer refunds on Masel Gold Crowns, immediate flippers, immediate acrylic partials, immediate dentures, immediate cast chrome partials, or immediate flexible partials.

### **6 Month Warranty**

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Griffin Lab warranties these items for a period of six months: Flippers, flexible clasps on frameworks, laser weld, Osil gaskets, impak night guards, hard night guards, bleaching trays/Essix retainers, snore guards, and soft relines.

## **1 year warranty**

Dentures – Breakage of denture base or debonding of tooth from appliance (On Non-Immediate Dentures)

Framework – breakage of frame. Breakage due to clasp adjustment **not** covered.

Crown and Bridge

## **Remake Policy**

Remake charges of 50-100% will apply under the following conditions:

1. If a remake is requested after the lab deemed the provided case materials incomplete and/or unsatisfactory and customer elects to proceed with the completion of the case without making any adjustment, refuses try-in, or does not supply requested materials.
2. If a remake is requested because the customer requests a tooth shade or mould different from the original request.
3. If a remake is requested due to treatment plan or material change from the original request.
4. If a remake is requested greater than fifteen (15) days from invoice date.
5. If a remake is requested for immediate/surgical partials or dentures or treatments with healing extractions.
6. If a remake is requested because the appliance fits the model but does not fit in the mouth.
7. If a remake is requested and the remake reason is not specified, original materials or appliance(s) are not returned.