

Terms and Warranty Information

TERMS: Balance on account is due in full by the 10th of each

month. After the last day of the month a 2.0% service fee will be applied. **Accounts not paid within 30 days of statement date will be subject to COD.** These terms are agreed upon per signature on B&R Dental Lab slips. Prices are subject to change without notice.

LIMITED WARRANTY AND REMAKE POLICY. B&R Dental Lab guarantees our products for three full years from date of invoice. B&R appliances are warranted against defects in workmanship and materials. The following appliances are not covered by any warranties, or guarantee, because of their temporary or fragile nature:

Immediate Denture	Immediate Acrylic/ flexible partial	Acrylic Partial (transitional, flipper)
Acrylic temporary crowns	Veneers	Masel (Gold Facing) crowns
Repair of existing appliances	Relines of existing appliances	Night Guards

What is covered:

Repair or replacement of appliance and or restoration

Valplast are guaranteed for life from breakage. It is recommended that Valplast be cleaned with Val-Clean removable dental appliance cleaner. Normal wear and tear (including discoloration) is not included.

6 months on night guards on normal wear and tear

3 months on sleep appliances (**NO refunds or credits covered at all, for FDA custom made appliances**)

What is not covered:

Cost incurred for removal or reinsertion

Cash refund for appliance or restoration

All ceramic bridges or crowns that have been adjusted and any type of implant that has been adjusted

Incidental or consequential damages, lost wages, inconvenience or pain and suffering Chipped or fractured teeth

If appliance is finished and patient changes mind or becomes deceased half price will be charged.

Any modifications to the prep will result in a full charge.

If a try-in is not done by the patient or doctor and goes to process and finish without approval, B&R Dental lab is not responsible for any cosmetic or occlusion defects. A recharge will apply.

Recast/Remill Policy:

If the crown fits original models B&R Dental has meet the proper quality control standards. A minimum recast charge of \$32.00 if the frame fits the model but not the mouth.

Full charges may be applied if old frame and model are not returned or if there is a design or material change.

A full price charge on any case made on a model rejected by B&R Dental lab but made per doctors or lab request.

No guarantee on attachment cases where the attachment teeth are made from stone material. We prefer stone models with the actual crowns mounted.

Cancellation of appliance:

You must call within 24hrs to cancel an appliance or to put on hold without being charged. If we have started processing the appliance without a 24hr notice a charge may be applied.

Remake Charges:

- 90 days of Invoice No Charge
- Up to 180 days of Invoice half price Charge
- Beyond 180 days full charge

(the appliance or restoration and the model must be received to remake)

To be eligible for remake B&R Dental Lab will remake at 100% cost within 90 days of invoice at no cost to the dentist.

To receive your 100% credit the appliance or restoration and the model must be received within 120 days of invoice.

B&R Dental must be given the opportunity to correct any defects to appliance or restoration before any credit will be issued.

Shipping and Delivery Policy:

In town accounts and surrounding areas:

Free pick-up and delivery via B&R Dental Lab drivers.

Out of town accounts:

We can provide you with ups or Lonestar labels. Outgoing and Incoming postage will be charged per package. All labels are marked for end of day delivery any other shipping times will be an additional charge.

If you chose to ship the package to us per your courier service or USPS you will not be charged a shipping fee.

Scheduling:

When scheduling your due date according to our fee schedule and time frame, do not include the day we pick up the case or the day you ship the case to us; Count the next day and only business working days (Not weekends). All cases are delivered by 5pm on due date.

For one day crowns and repairs we must have the appliance in our office by 11am and it will be delivered to your office by 5pm.