



REMAKE AND WARRANTY POLICY

Reliance Dental Designs is pleased to offer a simple and comprehensive remake policy. This includes all restorations or appliances that are covered by a Reliance Dental Designs Dental warranty program and fabricated according to your specification and approval.

Reliance Dental Designs stands behind the quality of our materials and workmanship at the time of delivery. Once a case has been successfully seated, deemed acceptable, and no immediate issues have been reported, any subsequent discoloration, marginal discrepancies, or other complications arising are presumed to result from clinical factors, bonding techniques, patient hygiene, natural oral changes, or other circumstances beyond Reliance Dental Designs' control. In such instances, Reliance Dental Designs shall not be held liable, and a no-cost / discounted remake will not apply. The doctor is responsible for proper bonding, margin preparation, and ongoing patient follow-up to prevent or address such issues.

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During the applicable warranty period of 5 years should you experience any problems with a restoration or appliance, we will remake or repair the restoration or appliance.

Discretion of Remakes: Reliance Dental Designs reserves the right to approve or deny a free remake at our discretion. A free remake does not indicate an admission of fault or liability regarding the case.

1. **Initial Acceptance:** Once the restoration is seated without complaint, it is considered accepted.
2. **Post-Seat Issues:** Discoloration or margin breakdown appearing afterward stem from factors outside the lab's control (e.g., bonding technique, patient hygiene, wear and tear). And will not qualify for a free or discounted remake.
3. **Dentist Responsibility:** Margin preparation, bonding protocols, and patient compliance are the clinician's (and patient's) responsibility.

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Policy on Canceled Cases, Crown & Bridge Remakes, and Limitations of Liability

1. Canceled Cases

Any case stopped **mid-production** will be charged based on the amount of work completed at the time we receive the call to discontinue the case.

2. Remake Policy

We will remake Crown & Bridge restorations **at no charge** if we are notified of the need for a remake **within one (1) month of the original invoice date, unless** any of the exceptions listed below apply. After this one-month period, standard charges apply for all remakes.

Exceptions to the No-Charge Remake:

1. Questionable Margins or Impression

- If our lab expressed concern about the margin or impression accuracy and the doctor (or doctor's staff) asked us to "do the best we can," **no free remake** applies if the resulting restoration does not fit as desired.

2. Doctor-Trimmed Dies

- If the doctor or staff modifies, trims, or otherwise alters the dies outside our control, the restoration is **not** eligible for a free remake.

3. Different Seating Doctor

- If the restoration was seated by a doctor other than the one who originally prescribed it, the free remake policy does **not** apply.

4. Bridges with Pontic Sites Not Healed

- Bridges where the pontic unit(s) had not been extracted or allowed sufficient healing time prior to taking the final impression are **not** covered for a free remake.

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5. Adjusting the Opposing or Abutment

- If we were explicitly instructed to adjust or modify the opposing dentition or abutment (due to limited clearance, parallelism issues, undercuts, etc.), a free remake does **not** apply for any subsequent fit or functional issues.

6. Crown Fabricated Under/Designed to a Partial

- If a crown is fabricated to fit under or with an existing partial, but the partial itself is **not** provided to the lab, no free remake applies if the restoration does not fit properly with the partial.

7. Shade Change

- Any request to change the shade from the original order is **not** covered under the free remake policy.

8. Original Restoration Not Returned

- A remake request must include return of the original restoration. If it is **not** returned, the remake is charged at 100% of the normal price.

9. Doctor Re-Preps or Refines Preps

- If the doctor **re-preps** or significantly refines the existing preparation (including margin changes or tooth structure alterations) after the case has been fabricated or is in production, any remake will be charged **in full**.

3. Additional Notes

- **Time Frame:** If a remake is requested after one month from the invoice date, normal charges apply.
- **Case Records:** We carefully document all correspondence, photographs, and design instructions. Any communication regarding margin or prep concerns will be noted and referenced if a remake is requested.
- **Policy Updates:** We reserve the right to modify or update this policy at any time without notice.

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4. Limitations & Disclaimers

1. Improper or Inaccurate Impressions

- *Disclaimer:* Reliance Dental Designs is not liable for product performance or fit issues if the original impressions provided by the dental office are inaccurate, damaged, incomplete, or otherwise unsuitable for fabrication of the final restoration.

2. Inappropriate Preparation or Lack of Proper Tooth Reduction

- *Disclaimer:* Reliance Dental Designs disclaims liability when insufficient tooth reduction, uneven margin preparation, or substandard tooth preparation techniques by the practitioner lead to fitting or functional issues with the final restoration.

3. Alterations Made After Delivery

- *Disclaimer:* Reliance Dental Designs is not responsible for any damage, misfit, or performance issues arising from post-delivery modifications to the prosthesis made by the dentist or third parties.

4. Use of Non-Recommended Cements or Bonding Materials

- *Disclaimer:* Reliance Dental Designs disclaims any responsibility for failures or complications if the dentist uses cements or adhesives not recommended for use with the chosen materials, or if proper bonding protocols are not followed.

5. Failure to Adhere to Proper Installation Protocols

- *Disclaimer:* Reliance Dental Designs shall not be held liable for product failures resulting from improper seating techniques, contamination during bonding, or insufficient curing during installation by the dentist.

6. Patient Non-Compliance or Changes in Oral Condition

- *Disclaimer:* Reliance Dental Designs cannot accept liability for restorations that fail or underperform due to changes in a patient's oral health (e.g., new caries, gum recession, bone loss) or patient non-compliance with recommended hygiene or follow-up care.

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7. Incorrect or Incomplete Shade/Design Instructions

- *Disclaimer:* Reliance Dental Designs is not liable for aesthetic or functional discrepancies if the dentist provides incomplete or incorrect design specifications (e.g., shade selection, occlusal clearance, or material choice).

Disclaimer

This policy is provided for informational purposes and reflects common practices within our dental laboratory. It is **not** legal advice. For specific legal obligations, please consult an attorney or refer to relevant dental board regulations.

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