

## TERMS & CONDITIONS

iDental Lab is a dental lab that follows instructions given by a licensed professional. As a dental lab, we don't determine the suitability of our products. A written authorization with signatures must accompany all work orders. Verbal communication has no effect. Therefore, please email us if you have additional instructions or information instead of phone calls. Please read our terms and conditions below before you send the first case to iDental Lab (or The Lab) or its affiliates.

**Detailed, Clear Instruction.** Quality is emphasized throughout every step of our production process. One way to avoid errors is to have as much information as possible. Therefore, please send detailed information, such as the name of the patient, potential problems, visual aids (photos, graphics, drawings, samples, etc.), and anything else that will help us to investigate and take appropriate corrective actions. Without this information, we cannot identify the "root" cause and act accordingly.

**Combine Shipment.** By cutting costs on certain non-critical factors, you also save money. Please help us save on costs to maintain our low prices. We need your cooperation:

- Combine shipments to us.
- If possible, give us an extra day to combine return shipments.
- Check your impression – ensure you have a clear line of margin, void of distortion. If the margin is not visible, pour it up and check before you send it.

**Custom Shade Match.** Every patient is unique concerning shade. Many factors contribute to shade selection, such as dentin shades, translucency, unusual lines, calcification, a glass-like look, crack lines, and so on. Even more challenging is when a patient has bleached teeth. Please inform the patient in advance that some shades cannot be reproduced. Please tape the shade guides on the lab slip if you send your shade tab. Take as many pictures as possible for difficult or anterior shades, including shots from different angles, with light, without light, and full mouth showing anterior teeth. When taking photos for custom shade matches, place the shade guide tabs (two or more for comparison) next to the tooth. Send shade pictures or email electronic pictures to us. When emailing photos, always reference the patient's and doctor's names in the subject line.

**Taking Impressions.** Accurately capturing an impression is critical for correctly transferring information to us. The finished cases are based on what you sent to us. Everything depends on your impression and preparation. Here are some helpful tips for taking a good impression:

- Adequate reduction for your desired restorations.
- Check the expiration date of impression materials.
- Use the double-cord packing technique, digital or non-digital, inserting the cord deeper.
- Select sturdier impression trays, i.e., metal trays with low sides.
- Make sure to dry out prepped teeth and clean out excessive bleeding before taking impressions.
- Take a full arch impression and bite registration for correct mounting for a 2-unit or more case or other than "normal bite."
- Alginate impressions must be poured up before pick-up or shipping them.
- The impression must be disinfected.

**Information we need.** It will save time and trouble if you perform the simple check below before you send a case to the Lab.

- The due date or appointment date and time. "ASAP" as a due date will deliver as soon as possible. Please check with us before scheduling appointments.
- Print your instructions legibly on the lab slip. We are not responsible if we can't read your instructions.
- Implant information and all components/parts.
- Shade information for all porcelain work.
- Opposing model.
- Study model for all anterior work
- Metal type for PFM or FCC.

• Stump (dentin) shade for all porcelain work.  
NOTE: Your case will be placed on hold if any information or components are missing.

**No Occlusal Clearance.** Many times for cases with no occlusal clearance, and if there is no other instruction, we will reduce abutment with reduction copying or adjust opposing, whichever we think is better for the patient. In case we make a coping, there will be a \$5 charge. If your crowns do not fit on the first try-in, first take a look at the working model for any marks for a reduction before seating a crown. We cannot remake unless you prep again and take a new impression. In cases like this, we would charge again since the lack of occlusal clearance is not a lab mistake.

**Return Date and Delivery Scheduling.** Please allow a few more days in the lab, not including shipping days, national holidays, and weekends. Please allow extra time during the holiday seasons, including Thanksgiving Day, Christmas, Labor Day, Independence Day, Memorial Day, and New Year's Day. Please do not deviate from the original due date without checking with us first. Avoid scheduling to seat crowns on the day after your immediate return to the office after a closure, vacation, or long weekend. We will attempt to deliver on the day of your return before 5 P.M. Furthermore, we will be grateful if you call us and let us know your vacation times.

**Packaging and Shipping.** Package well to protect the model. Impressions of other non-breakable material need not be bubble wrapped, but a stone or other breakable items must be bubble-wrapped to protect them during shipment. If you are sending an articulator, package it well-protected in a box. Please contact us before you send your articulator to us. We may have the same type of articulator in our dental lab. For your convenience, we will provide you with shipping labels. Please take your package to the nearest UPS drop-off location or give it to the driver when they come to drop off a package to you. If you ship twice for one case because you forgot to include parts or components, you will incur more shipping charges. Finally, we are not responsible for the shipment delayed or lost by carriers.

**Adjusting Chairside.** Please be aware that porcelains are glass prone to fracture or crack. Always handle with care. We hope our crowns drop in, but if you need to adjust, handle it gently. When adjusting, please follow the simple steps:

- Use the finest diamond burr and use the diamond paste to polish.
- Adjust the slowest speed and gentle pressure when trimming.
- Always adjust, cooling with water so it won't generate heat during trimming.
- Bite gently until after the permanent cementation.

**Remake Policy.** All remakes will be at no charge except under the following circumstances. If a remake is requested:

- After the Lab deems the provided case materials not suitable or not recommended, and the client elects to proceed with the completion of the case without making any adjustment, refuses a try-in, or does not supply requested materials
- After the Lab inquired about the margin or impression but were instructed to "do the best we can" and make the case
- When the doctor trimmed the die and/or the master model was provided
- When the metal try-in was approved and returned to us for completion
- When the restoration was not seated by the same doctor that sent the case for fabrication
- When bridges where the pontic unit(s) had not been extracted or allowed sufficient healing time prior to the impression being taken
- After the doctor instructed us to adjust the opposing or adjust the abutment due to a lack of clearance, lack of parallelism, undercut, or other reason
- If the crown is fabricated under a partial/designed to an existing partial, where the actual partial is not provided to the Lab.

- Because the customer requests a tooth shade or impression/file different from the original request
- Due to a treatment plan or material change from the original request.
- Greater than 30 days from invoice date
- For immediate/surgical partials or dentures or treatments with healing extractions
- Because the appliance/crown fits the model but does not fit in the mouth
- For custom shades or custom shade match
- And, if the remake reason is not specified, original materials or crowns are not returned to the Lab.

NOTE: Remake Policy will not apply to any account past due. The Lab reserves the right in its sole discretion to refuse to accept any new cases and process remake cases until the balance is paid in full and the account is current. A non-refundable charge will apply if the original appliance/crown is not returned at the time of the remake request. Any case stopped mid-production will be charged based on the amount of work completed at the time the call to stop the case was received. The Lab can amend the remake policy at its sole discretion and without prior notice.

**The Lab Warrants.** That fixed restorations and removable prosthetics, and other devices will be constructed according to the prescribing dentist's specifications. Will repair or replace any product that fails due to defects in materials or workmanship, such as chipped or cracked porcelain, broken acrylic, and/or a tooth falling out of a removable appliance, within a period of one year from the date of invoice, with an exception to orthodontic appliances are warranted for a period of 90 days from date of invoice.

NOTE: The warranty will be void for removable prosthetics fabricated without a try-in/setup. The Lab is not responsible for any additional costs or fees associated with adjustments, repairs, and remakes. The Lab does not warrant that such devices are fit for any particular purpose. The warranty is not transferable and does not extend to any patients. The warranty does not cover any harm arising from the misuse of the product in any form/way. The warranty covers only the original specifications. The Lab can amend the policy at its sole discretion and without prior notice.

**Payment Policy.** Prompt payment is necessary in order to maintain a good working relationship. Payment is due in full upon receipt of the products or services. If unpaid, all your cases in the Lab will be "on hold" status and discontinued from fabrication. Your cases will restart when we receive your pass dues. Then, a new return date will be assigned, which is approximately two weeks. Past due accounts shall bear an interest rate of 1.5% per month, or the maximum allowed by law until the balance is paid in full. Accounts over thirty (30) days past due may require a delinquent account holder to pay a deposit for existing or continuing orders. Clients agree to pay all outstanding balances plus any reasonable attorney's fees and costs associated with collecting the balance or monies owed. Returned checks will be assessed the maximum fee permitted by law plus any associated bank costs/fees in addition to the interest rate for the past due amount. After a returned check, only ACH or credit card will be accepted.

Failure to timely notify and return the appliance to The Lab for remake or repair within thirty (30) days of receipt of the item shall constitute acceptance of the appliance. A credit card is required on file. If an account becomes more than 30 days past due, the full balance due will be placed on the card. We accept checks, bank checks, ACH, and Visa or M/C credit cards – call our office to inquire about automatic ACH payments. A credit card fee may apply. Make check payable to iDental Lab. The laws of the State of Nevada will govern this T&C, and the venue shall be in Las Vegas, NV USA.

**Refund Policy.** The cost of fabricating dental restorations cannot be refunded. Parts and implant components are not refundable unless the unused product can be returned to the retailer for credit.