REMAKE AND WARRANTY POLICY

Remake Policy *

To ensure high quality and service, Promax dental lab provide a no charge remake if received within 30 days of the invoice date except under the following circumstances:

1. **Promax inquired about the die, margin, or impression, and the lab/dentist approved completion of the case.**
2. **Promax requested a try-in, but the lab/dentist declined and asked for a complete case.**
3. **The patient's teeth have been re-prepared.**
4. **There is a shade change different from the original request.**
5. **The partial denture fits the master cast.**
6. **The crown/bridge fits the master cast.**
7. **Any changes on original design or instructions**

For eligible remakes received within 30 days but without the original restoration, Promax shall remake these cases at 100% of the full price of the restoration at the time the request is made. If the original model and dental restoration are returned within 60 days from the original invoice date, Promax will issue a 100% credit to the account.

Please Note:

Customers are required to return the original prostheses for no charge remakes. Failure to return the original prostheses will result in a charge for the full amount of the remake.

Warranty Policy *

Promax warrants all fixed restorations for a period of five (5) years and all removable cases for a period of two (2) years against defects in materials and craftsmanship.

The following services are not covered by warranty because of their temporary nature:

- **Veneers**
- **Stayplates**
- **Immediate Dentures**
- **Flexible partial**

Promax Dental Lab reserves the right to modify the Remake and Warranty policy at any time.

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