

Arizona 3D Dental Lab Comprehensive Warranty Policy

Warranty Coverage by Product Type

1. Clear Aligners and Clear Retainers:

- Warranty Period: Six (6) months from the date of delivery.
- Covers any defects in materials and workmanship under normal use.

2. Full Dentures and Partial Dentures:

- Warranty Period: One (1) year from the date of delivery.
- Covers fractures or breaks not resulting from mishandling or improper use.

3. Fixed Crown and Bridge Work:

- Warranty Period: Three (3) years from the date of delivery.
- Covers defects in materials and workmanship under normal use and service.

4. Implant Restorations, Full-Arch All-on-X Fixed Bridges, and Hybrid Bridges:

- Warranty Period: One (1) years from the date of delivery.
- Covers defects in materials and workmanship under normal use and service.
- Restorations on Pterigoid and/or Zygomatic implants will be automatically upgraded to titanium substructures at customer's expense. Should the customer opt to use monolithic zirconia in such a case the warranty against breakage will not apply.
- Breakage or failure due to clinical factors likely to result in failure are not covered by warranty. For example, longer than recommended cantilevers on hybrids and overly long spans on hybrids and bridges, etc.
- 3D-Printed finals are covered for 6 months.
- Arizona 3D Dental Lab does not warranty implants. However, in many cases (such as with DESS parts) the abutment manufacturer may do so.

5. Bite Splints:

- Warranty Period: One (1) year from the date of delivery.
- Covers defects in materials and workmanship.

General Warranty Inclusions:

- Replacement or repair of defective products covered within the specified warranty period.
- Standard shipping costs for returning the product to our lab and sending the repaired or replaced item back to you.

Damage Exclusions:

- Damage resulting from accidents, neglect, misuse, or improper installation by the receiving dental office.
- Alteration or repair of the original product by anyone other than our lab technicians.
- Failures due to underlying dental health issues such as tooth decay, periodontal diseases, or inadequate oral hygiene by the patient.
- Failure of restoration due to erroneous records or impressions provided by the customer.
- Shade mismatch resulting from the incorrect shade being ordered by the customer.
- Normal wear and tear, including but not limited to scratches and discoloration over time.

Warranty Conditions:

- **Regular Dental Checkups:** Patients must undergo regular dental recall checkups with the original dentist who placed the restorations. These checkups are crucial for assessing the health of the restorations and the surrounding oral environment.
- **Post-Care Compliance:** Adherence to all post-care recommendations provided by the dentist is mandatory. *This includes, but is not limited to, the consistent use of night guards (always required on hybrid all-on-x prostheses).* Such measures are essential for the protection of the restorations and the overall dental health of the patient.
- **Exclusion of Trauma-Related Damage:** Our warranty does not cover any damage to the restorations that results from trauma. Patients are encouraged to take necessary precautions to avoid such incidents.
- **Impact of Additional Dental Procedures:** The warranty may be voided by additional restorative procedures undertaken after the placement of our restorations. This includes, but is not limited to, endodontic treatments, orthodontic adjustments, or the addition of partial dentures. Furthermore, the loss of or failure of teeth supporting our restorations may also result in the voiding of the warranty.
- **Responsibility for Changes in Dental Condition:** Arizona 3D Dental Laboratory is not liable for any changes to the teeth that have received restorations, including cases of loss or fracturing of abutment teeth before, during, or after the cementation process.
- **Contraindications:** This warranty is not applicable to any cases and/or restorations that Arizona 3D Dental Laboratory has identified as having contraindications.
- **Non-Standard Application:** We are only responsible for failure if the design requested is within the accepted parameters published by the Academy of Prosthetic Dentistry. We will make every effort to spot any anticipated problems along these lines and inform the practitioner, but ultimate responsibility rests with the clinician.

By adhering to these conditions, patients can help ensure the success and longevity of their dental restorations. Our goal at Arizona 3D Dental Laboratory is to provide high-quality restorations that meet the needs and expectations of both the dental professionals we serve and their patients.

Warranty Claims Process:

- To initiate a warranty claim, contact our lab directly with detailed information about the issue and supporting documentation, if applicable.
- We may request photographs or the return of the defective product for evaluation.
- Upon verification of the claim, we will proceed with the repair or replacement of the product at no additional cost to you.

Limitations and Final Notes:

- This warranty is non-transferrable and applies only to direct clients of our dental lab.
- Our liability under this warranty is limited to the repair or replacement of defective products and does not cover any additional dental work that may be required.

This comprehensive warranty policy aims to offer clear coverage details for a wide range of products while setting reasonable exclusions to protect your lab. Adjustments may be made based on your specific services, materials, and customer expectations