



Summit-Horizon Dental Lab Warranty Policy

Summit-Horizon Dental Lab will, at its election, repair or replace any dental restoration fabricated by Summit-Horizon Dental Lab that proves to be defective in workmanship or materials, subject to the conditions below. To qualify for coverage, the restoration must be seated within **60 days of the invoice date**.

Coverage Periods

- Porcelain to Metal (PFM), Full Gold/Alloy, All Ceramic, Single-Unit Composite, and Single-Unit Inlay/Onlay Restorations
Covered for 5 years from invoice date.
- Zirconia Products
Covered for 5 years from invoice date, unless otherwise stated.
- Removable Prosthetics (oral appliances, removable partial dentures, dentures, immediate partials)
Covered for 90 days from invoice date.
Note: If try-in steps are suggested but skipped at the office's instruction, no warranty will be provided.
- Metal Bridges and Zirconia Bridges
Covered for 5 years from invoice date.
- e.max® Bridges
No warranty against fracture.
- Maryland Bridges
No warranty.

Exclusions – When Warranty Does Not Apply - A remake, repair, or credit will not be provided if:

- A different tooth shade is requested than originally ordered.
- The treatment plan or materials are changed from the original request.
- The case involves immediate/surgical partials, dentures, or treatments with healing extractions.
- The appliance fits the model but does not fit intraorally.
- The remake reason is not specified and the original materials/appliance are not returned.
- The manufacturer's minimum thickness requirement is not met and the lab was instructed to proceed regardless.
- The client's account is past due. (Summit-Horizon reserves the right to withhold processing of remakes/credits until the balance is paid in full.)

Additional Terms

- Repairs (fixed or removable) performed on work *originally manufactured by another dental laboratory* are excluded.
- Summit-Horizon does not warrant any work fabricated outside its facility.
- Summit-Horizon Dental Lab reserves the right to amend this policy at its sole discretion and without prior notice.

Questions?

For questions regarding this Warranty Policy, please contact:

Summit-Horizon Dental Lab

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