

## **Terms of Service**

**Effective Date: August 15, 2025**

Welcome to Summit-Horizon Dental Lab. These Terms of Service ("Terms") govern your use of our website, services, and products. By accessing or using our services, you agree to these Terms. If you do not agree, please do not use our services.

### **1. Services Provided**

Summit-Horizon Dental Lab provides dental laboratory services, including the fabrication of crowns, bridges, implants, removables, and other dental restorations ("Services"). Our Services are provided exclusively to licensed dental professionals, dental practices, and dental service organizations ("Clients").

### **2. Case Submissions**

- Clients are responsible for providing accurate prescriptions (Rx forms), digital scans, impressions, and any other necessary information for case processing.
- Incomplete or inaccurate submissions may result in delays, remakes, or additional charges.
- Turnaround times are estimates and may vary due to case complexity, shipping delays, holidays, or unforeseen circumstances.

### **3. Fees & Payment**

- Fees for Services are provided through current price schedules or as quoted.
- Payment is due according to the terms stated on invoices. Late payments may incur finance charges.
- Rush services may be available for an additional fee when indicated on the Rx.

### **4. Shipping & Delivery**

- Cases are shipped using standard carriers unless otherwise specified.
- Summit-Horizon is not responsible for delays caused by carriers, natural disasters, or circumstances beyond our control.
- Clients are responsible for shipping costs unless otherwise agreed.

### **5. Warranty Policy**

- Summit-Horizon provides a limited warranty on certain restorations, as described in our Warranty Policy (available on our website).
- Warranty coverage does not apply to cases with design changes, clinical adjustments, patient noncompliance, or improper handling.

## **6. Client Responsibilities**

- Clients are responsible for ensuring that all impressions, scans, and prescriptions comply with applicable dental regulations and standards of care.
- Summit-Horizon does not diagnose patients, provide medical advice, or engage in the practice of dentistry. Treatment planning and clinical decisions remain solely the responsibility of the licensed dental provider.

## **7. Compliance & Privacy**

- Summit-Horizon complies with applicable regulations, including HIPAA, OSHA, and SOC 2 standards, to safeguard client and patient data.
- For details on how we collect, use, and protect personal information, please see our Privacy Policy.

## **8. Limitation of Liability**

- Summit-Horizon's liability is limited to the cost of the case in question.
- We are not liable for indirect, incidental, or consequential damages arising from the use of our Services.
- No guarantees are made regarding patient outcomes or treatment success.

## **9. Intellectual Property**

All website content, including text, images, logos, and designs, are the property of Summit-Horizon Dental Lab and may not be used without permission.

## **10. Termination**

We reserve the right to refuse or terminate Services at our discretion if these Terms are violated.

## **11. Changes to Terms**

We may update these Terms from time to time. Updates will be posted on this page with a revised effective date.

## **12. Contact Us**

If you have any questions about these Terms, please contact us:

**Summit-Horizon Dental Lab**

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