



## Remake & Warranty Policy

Griffin Dental Lab Inc. takes great pride in the quality and craftsmanship of our appliances. We count on our clinicians to provide the most accurate impressions and working casts available. **All warranties and remakes will be evaluated by Griffin on a case by case basis. For the evaluation, we will need all original model work and appliances returned.**

### Remake Policy

All remakes will be at no charge if received within 30 days of the invoice date **except** under the following circumstances:

1. Appliances not seated within 30 days of the final invoice date.
2. The appliance fits the master cast.
3. Damage exceeding normal wear.
4. Lab requested a try-in, but the dentist declined and asked for a completed case.
5. Incorrect shade chosen by the Dr. or patient.
6. Changed from the original script, i.e.: shade or product
7. The case was cancelled after the appliance was begun. Fabrication starts the day Griffin receives the case. The practice will be billed at the stage of completion.

### No Warranty

Griffin Lab cannot offer refunds on Masel Gold Crowns, immediate flippers, immediate acrylic partials, immediate dentures, immediate cast chrome partials, or immediate flexible partials.

### 6 Month Warranty

Griffin Lab warranties these items for a period of six months: Flippers, flexible clasps on frameworks, laser weld, Osil gaskets, impak night guards, hard night guards, bleaching trays/Essix retainers, snore guards, and soft relines.

### 1 year warranty

Dentures – Breakage of denture base or debonding of tooth from appliance (On Non-Immediate Dentures)

Framework – breakage of frame. Breakage due to clasp adjustment **not** covered.