Sun Dental Labs Terms & Policies

By signing or sending this Rx Form (or a substitute thereof) to Sun Dental Labs (SDL) I agree to abide by all the following terms and policies. SDL is not liable for incidental or consequential damages, including inconvenience, lost wages, chair time or pain and suffering.

Terms

All statements must be paid in full by the 15th of the month in which the statement is prepared. Amounts not paid will incur a 1.5% finance charge. If not paid by the end of the following month, all cases in progress will be put on hold and billed for accordingly.

All cases and items sent remain the property of SDL until account is paid in full. A $35.00 minimum will be charged on all returned checks. All disputes shall be governed by Florida Law with venue in Pinellas County, with the prevailing party to recover all fees and expenses.

Remake & Warranty Policy

The cost for fabricating custom made dental appliances can not be refunded. A credit may be issued by SDL directly to a customer’s account when cases do not meet SDL’s standards for quality, function and aesthetics. Any credit balance on a SDL account must be used for lab services within 60 days from the date of issue or it will expire. Immediate partials and dentures as well as veneers are ineligible for remake credit.

Remake Policy

Eligible remakes will be done at no charge if received within 60 days of invoice date. Original model(s) and dental restoration(s) must be returned for credit consideration. New case will be billed if remake is required due to any of the following:
1. There is a shade or product change different from the original request
2. Lab questioned die, margin, impression or bite and was advised to complete case
3. Lab requested a try-in, customer declined and asked for a completed case
4. Abutment required reduction due to undercuts/clearance and/or the teeth were re-prepped
5. The partial denture fits the master cast

*** All warranty terms and conditions are subject to change without notice.

Warranty is for two years from the date of delivery. Limited 60 day warranty on Orthodontic appliances, nightguards, and any repairs. This warranty is in lieu of all other warranties, whether expressed or implied and may not be modified by any agent, employee, representative or distributor of Sun Dental Labs, LLC.

IMPORTANT PRICING TERMS & CONDITIONS

All prices are quoted/billed per stage. Some products are subject to additional fees, e.g. bridge connectors, additional implant parts, multiple stages, and metal surcharges.

Fabrication starts the day SDL receives the case. Cases cancelled after fabrication is initiated will remain billed at full cost.

Please visit www.sundentallabs.com for more detailed warranty information.

Our Turnaround Times*

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Turnaround Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Zirconia Single Unit Crowns</td>
<td>5 days in lab</td>
</tr>
<tr>
<td>Layered Zirconia Crowns, Zirconia Bridges - Layered</td>
<td>7 days in lab</td>
</tr>
<tr>
<td>or Full</td>
<td></td>
</tr>
<tr>
<td>CAD Zirconia Copings (from prepared model or impression), bite rims, custom trays, duplicate models</td>
<td>3 days in lab</td>
</tr>
<tr>
<td>Acrylic repairs/relines, add wire clasps to acrylic</td>
<td>7 days in lab</td>
</tr>
<tr>
<td>partials, night guards</td>
<td></td>
</tr>
<tr>
<td>Removable restorations, all flexible partial repairs,</td>
<td>7 days fabrication</td>
</tr>
<tr>
<td>all other crowns and bridges, and implant cases</td>
<td></td>
</tr>
</tbody>
</table>

*Working times are an estimate.
*Any cases with no due date listed may be subject to up to 2 extra production days.

Shipping & Rush Services

The charge to ship using our label is $12.50 per box. You may put as many cases as you wish into the box. Price is subject to change without notice.

If using SDL shipping labels, please call respective carrier for pick-up. SDL provides a maximum of $100.00 insurance for the contents of the package when using our label.

You may also schedule a carrier pick up and create a shipping label using SunAccount.

Rush case charge $65/ Per Unit*

US Overnight Shipping $19.50

*Cases listed as RUSH will be called prior to production to verify expected return date if not clearly marked on RX or if date can not be met.

**Mandatory- PLEASE INCLUDE Licensed Dentist SIGNATURE and LICENSE NUMBER ON Rx**