



Sun Dental Labs Remake & Warranty Policy

The breakage warranty is for two years from the invoice date. A limited 60-day warranty on Orthodontic appliances, nightguards, acrylic partials and any repairs. This warranty is in place of all other warranties, expressed or implied, and may not be modified by any agent, employee, representative, or distributor of Sun Dental Labs, LLC.

Remake Policy:

Eligible remakes will be done at no charge if received within 60 days of the invoice date. All original case materials, including models and impressions, and the dental restoration must be returned for credit consideration.

New cases will be billed if a remake is required due to any of the following:

1. A shade or product change is different from the original request.
2. Lab questioned die, margin, impression or bite and was advised to complete the case.
3. Lab requested a try-in, customer declined and asked for a completed case.
4. The abutment required reduction due to undercuts/clearance, and/or the teeth were re-prepped.
5. The partial denture fits the master cast.

Items ineligible for remake credit include Immediate Partial, Dentures, Sunclear Frames, Veneers, Onlays, Sunflex Clear, Flippers and Maryland Bridges

The cost for fabricating custom made dental appliances will 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.

All warranty terms and conditions are subject to change without notice