



MORSE DENTAL LAB REMAKE AND WARRANTY POLICY

Morse Dental Laboratory Terms and Conditions:

ACCEPTANCE OF CASES: Morse Dental Lab reserves the right to accept or refuse cases by any Dentist at its sole discretion based on factors such as condition of impression and other quality of incoming work. Morse Dental Laboratory is not liable to complete any case it does not accept.

WARRANTY: Morse Dental Lab provides limited warranty for defects in workmanship and materials for varying time periods depending on the type of product.

NO Warranty for flippers, immediate dentures and partials, denture and partial repairs and addition of teeth or clasps.

- 30 DAY WARRANTY for Pro-Form Sport Guards, Hard and Soft night guards
- 60 DAY WARRANTY for gaskets and Its-so-clear clasps.
- 1 YEAR WARRANTY for economy denture based on documented maintenance
- 3 YEAR WARRANTY for standard dentures based on documented maintenance.
- 5 YEAR WARRANTY for deluxe dentures based on documented maintenance.
- LIFE-TIME WARRANTY for flexible products only against breakage; *NOT* wear and tear, teeth or discoloration.

The cost of fabricating custom made dental appliances cannot be refunded. A credit may be issued to the doctor's account when cases do not meet industry standard for quality, function and aesthetics. Each appliance must be inserted by a licensed practicing dentist. The client/dentist are responsible for the fitness and use of all appliances. Morse Dental makes no warranty of merchandise or fitness for a particular purpose.

REMAKES: During the guarantee period we will take the following steps:

- Remake or repair the original product at no cost to the customer.
- Replace the defective product with a different product of equal value. If the replacement product is of greater value, the customer will be charged for the difference.
- If credit is requested: NO CASH REFUNDS WILL BE ISSUED. In- house credit may be given but it must be used within 60 days. Credits are only available up to 30 days from the day the product leaves the laboratory and appliance must be returned with the unaltered original models.

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- We cannot be held responsible for the patient health with regard to allergic reaction or nerve sensitivity.
 - Warranty does not include temporary appliances or the fit of immediate dentures. It does not cover a patient's eating or sleeping habits. And does not cover color, shade, hue, translucency and value of teeth or base after processing is complete.
 - Morse Dental reserves the right to decide how to repair or remake an appliance.
 - There are no expressed or implied warranty of fitness for a particular purpose given by Morse Dental.
 - We are not responsible in any way for the fit and function of any restoration in the patient's mouth. It is our warranty to make the restoration fit and function on the impressions and/or models provided.
 - Acceptance of goods constitutes acceptance of all terms and conditions herein.
 - All transactions are governed by the laws of the State of Ohio.
 - The failure of Morse Dental Lab to require, in any one or more instances, upon the performance of any Customer's Terms and Conditions or the failure of Morse Dental Laboratory to exercise any of the rights thereunder, shall not be construed as a waiver or relinquishment of any such terms, conditions, or rights thereunder, and shall not affect Morse Dental Lab's right to require strict compliance with any unexecuted portions of an order or future performance of these Terms and Conditions.