

Wire Smiles Orthodontic Lab: 60-Day Warranty Policy

At Wire Smiles, we are committed to providing high-quality appliances and excellent service. We proudly offer a 60-day limited warranty on all appliances, effective from the invoice date.

What the Warranty Covers:

This warranty covers defects in materials and workmanship under normal use. If an appliance is found to be defective within the warranty period under these conditions, we will repair or remake it at no additional cost.

What the Warranty Does Not Cover:

- Damage caused by improper handling or storage by the dental practice or patient.
- Patient non-compliance, such as misuse, neglect, or failure to follow orthodontic care instructions.
- Lost appliances

Non-Warranty Repairs:

For issues not covered under our warranty, repair services are available starting at \$20. Exact pricing will depend on the nature and extent of the repair.

How to File a Warranty Claim:

To initiate a warranty claim, please contact our office within the 60-day period and provide:

1. The original invoice number and original lab slip.
2. A detailed picture & description of the issue.
3. (If requested) The appliance for inspection and the model, if available.

Our team will evaluate the claim and resolve the issue promptly.

Thank you for trusting Wire Smiles Dental Lab. We look forward to continuing to support your practice with reliable, high-quality solutions.

Lost Appliance Policy

We strive to ensure the timely delivery of all appliances. If an office calls **7** days after the invoice date inquiring about an appliance and believes it may have been lost, the following policy applies:

-If the appliance is confirmed to have been shipped and delivered according to our records, and the office requests a replacement appliance, the office will be responsible for the cost of ordering a new appliance.

We encourage offices to check-in appliances upon arrival and place them in a designated area awaiting the patient appointment to avoid confusion or misplacement. Thank you for your understanding and cooperation.