

KING DENTAL LABORATORY

Terms, Returns & Warranty Policy

This policy applies to all products and services provided by King Dental Laboratory ("Laboratory") to dental offices and authorized clients ("Client").

1. Custom Dental Products

All dental restorations and appliances are custom-made medical devices fabricated for individual patients. As such, returns and refunds are limited and governed by this policy.

2. Non-Returnable Items

The following are non-returnable and non-refundable:

- Custom-fabricated restorations once delivered
- Products damaged due to improper handling, modification, or misuse
- Remakes requested due to clinical changes, impression accuracy, shade selection, bite registration, or patient preference
- Cases returned without required documentation

3. Limited Warranty

The Laboratory provides a limited warranty on workmanship and materials only:

Fixed Restorations (Crowns, Bridges, Implants):

Warranty period: 12 months from delivery. Excludes normal wear, patient abuse, parafunctional habits, improper cementation, or clinical error.

Removable Appliances (Dentures, Partials, Nightguards):

Warranty period: 12 months from delivery. Excludes misuse, poor hygiene, patient non-compliance, and chairside adjustments.

Removable warranty relines are available three (3) months after the original laboratory delivery date.

4. Remakes

Remakes due to verified laboratory error will be completed at no charge within the warranty period. All remake requests must be submitted in writing with the original case number and supporting documentation. The Laboratory reserves the right to inspect the original restoration.

5. Adjustments & Repairs

Minor adjustments related to laboratory workmanship may be covered. Repairs due to clinical factors, patient behavior, or normal wear are billable.

6. Returns & Shipping

No returns are accepted without prior authorization. The Client is responsible for all shipping costs unless otherwise approved. The Laboratory is not responsible for loss or damage during return shipping.

7. Credits & Refunds

Approved remakes may result in an account credit. Cash refunds are issued at the Laboratory's discretion only. Credits do not extend payment terms or waive outstanding balances.

8. Limitation of Liability

The Laboratory's liability is limited to the original laboratory fee charged. The Laboratory is not liable for chair time, lost revenue, patient claims, or consequential damages.

9. Governing Law

This policy is governed by the laws of the State of Texas.

By submitting a case, the Client acknowledges and agrees to this Returns & Warranty Policy.