

REMAKE, WARRANTY & PAYMENT POLICIES

REMAKE POLICY

The cost for fabricating custom-made dental appliances and restorations can not be refunded. A credit may be issued by Meraki Dental Studio directly to a lab's account when cases do not meet Meraki Dental Studio's exceptional standards for quality, function, and esthetics. Any credit balance on a Meraki Dental Studio account must be used for lab services only.

Under most conditions, all remakes will be completed at no charge if received within 30 days of the invoice date. However, charges will be applied under the following circumstances:

1. The original restoration or appliance is not returned.
2. Reduction coping is fabricated for the tooth or teeth.
3. The bite or impression sent is different from the original.
4. If Meraki Dental Studio questions a margin or impression and the Doctor approved completion of the case.
5. Tooth or teeth are re-prepped or modified.
6. If study models and/ or specific instructions (written on the prescription) were not provided for anterior cases.
7. Minimum or no-prep veneers are not guaranteed
8. If the shade changes and it's a different color from what was originally requested.
9. If restorative material requested for the remake is different from original order.
10. If Meraki Dental Studio advises the Doctor that the quality of the work can not be guaranteed and the Doctor approves completion of the case.
11. Bonding related remakes (when improper bonding or cementation techniques were used).

For eligible remakes within 30 days, but without the original case, Meraki Dental Studio shall remake these cases at 100% of the retail price of the restoration at the time the request is made.

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WARRANTY OF WORK

Meraki Dental Studio guarantees its work for 2 years against defects in materials and craftsmanship. However, the following restorations and appliances are not covered by any warranty due to their temporary or delicate nature:

- Temporary crowns
- Veneers
- Nightguards
- Retainers

*** Meraki Dental Studio guarantees material used for nightguards and retainers; however, normal wear and tear (including discoloration) is excluded.

PAYMENT POLICY

IMPORTANT: All statements must be paid in full 30 days after statement was prepared. Any amounts not paid by the stipulated time will incur a 3% finance charge per month, and the account will be placed on C.O.D. terms. [C.O.D. Terms: All cases will be billed as they are finished and will be paid in full at the time of delivery. All cases and items sent remain the property of Meraki Dental Studio, until client's account is paid in full.]

A minimum of \$50.00 will be charged for returned checks. All disputes shall be governed in all aspects by Colorado Law and client agrees to submit to the exclusive jurisdiction of, and venue in, the courts of Colorado in any dispute, with the prevailing party to recover attorney's fees, court costs and other expenses, including actual expert witness fees, if any, in addition to any other relief to which prevailing party may be entitled.