

Warranty and Policy Overview

At Roque Orthodontic Laboratories Inc., we are dedicated to providing high-quality orthodontic appliances, crafted with the finest materials and exceptional craftsmanship. We stand behind the reliability of our products and want to ensure that you have a clear understanding of our warranty and policy guidelines.

Warranty Policy

Client Responsibility

The accuracy of impressions, casts, or digital scans is essential for the proper fabrication of appliances. The office is responsible for ensuring the accuracy of these records before submission.

The client understands that the lab is a medical device manufacturer and does not provide dental or medical care. The client is responsible for diagnosing and treating patients and for ensuring the accuracy of all submitted prescriptions. While lab staff may offer suggestions, all final treatment decisions are made by the client.

Repair or Replacement Warranty

We guarantee to repair or replace any appliance within **90 days** from the invoice date if the failure is **due to defective materials or faulty workmanship**.

Model Fit Guarantee

Our appliances are guaranteed to fit the models, impressions, or scans provided.

Fit Limitations

Sometimes we may reach out if we notice issues that could affect how the appliance fits—like bands not seating properly on partially erupted molars or clasps not fitting well. If you choose to move forward after being notified, we cannot guarantee the fit, and the appliance will not be eligible for remake under our guarantee.

Band Fit Warranty

We guarantee appliance fit only on 3D-printed metal bands and doctor-supplied bands.

If a doctor-fit banded appliance is returned for band size exchange due to incorrect band selection, a replacement fee may apply.

Out-of-Warranty Remake or Repair

If the appliance is outside of our 90-day warranty or requires repair due to issues unrelated to craftsmanship, please return it to us via mail for assessment. This allows us to evaluate the situation and, when applicable, offer a discounted price for the remake or repair.

What is Not Covered

Our warranty does not cover the following circumstances:

- **Office sent in Bands:** The customer is responsible for the proper sizing of the patient bands they send in, shipping bands with protection from distortion, and if bands break during delivery. Warranty still applies to lab materials and the craftsmanship of appliances.
- **Acrylic Fracture:** Damage caused by clenching, bruxing, grinding, or other patient habits.
- **Non-Compliance:** When the patient fails to follow the prescribed protocol, dislikes the appliance, or is intolerant to it.
- **Patient Abuse:** Damage caused by accidents, neglect, appliance loss, or improper hygiene.
- **Changes in Dentition:** Loss or removal of teeth, new restorations, or failure of tooth/tissue structures supporting the appliance.
- **Improper Handling or Adjustments:** Improper insertion, removal, or adjustments made outside the lab.
- **Fit Limitations:** Any issues previously communicated by the doctor about impressions, models, digital scans, bite registration, or questionable indications for appliance fabrication.
- **Material Sensitivities:** Allergic reactions to materials such as acrylic, nickel, etc.
- **Incidental or Consequential Damages:** Costs arising from canceled treatments, lost wages, chair time, or patient pain and suffering.
- **Third-Party Repairs:** Repairs made to appliances that our lab did not originally fabricate.
- **Additional Costs:** Model pour-ups, model printing fees, rush fees, or shipping costs are not covered.

- Change of appliance or modifications to the original prescription.

Steps for Submitting a Case for Remake, Repair, or Credit

1. Submit New Records

Provide new impressions, stone models, or intraoral scans along with a current bite registration if applicable.

2. Return the Original Appliance and Models

Include the appliance in question along with the original working models used in fabrication.

3. Complete the Return Form

Fill out the Appliance Return Form with all required information, including patient name, date of original fabrication, and the checkbox for Repair / Remake / Credit. Indicate what is being returned (e.g., appliance, original models, new models, Rx). **A detailed explanation of the reason for return and a contact name and phone number are important for the return process.**

What to Send to the Lab

To ensure the highest quality and accuracy for your custom appliances, please provide the following:

1. Required Items

- **Working and Opposing Models:** Upper and lower models are needed for every case.
- **Bite Registration:** Best to include for all cases, especially those requiring acrylic occlusal coverage or mandibular repositioning.
- **Completed Prescription Form (Rx):** Ensure all relevant sections are filled out completely.

2. Impressions, Models, or Digital Scans

- Provide accurate impressions, models, or digital scans.
- Ensure the records capture all required areas, including:
 - Full dentition
 - Vestibule
 - Full palate
 - Sublingual regions
- For the best fit, remove bands or brackets before taking impressions. If removal isn't possible, we can trim them from the model.

3. Fit Doctor Bands

- Send bands separately from the impression for proper fitting by our technicians.
- If bands are embedded in the cast and are misaligned, a duplication and band placement fee will apply.

4. Communication Requests

- If you would like to discuss the case with a technician, write **"Contact Me"** on the Rx form under the address section.
- A technician will contact you upon receipt of the case, and production will not begin until the discussion is complete.

5. Due Date Notice

- Please specify a due date at least **one day before the patient's appointment** to avoid any potential delivery delays.

By following these guidelines, we can ensure efficient processing and a successful outcome for your case. If you have any questions or special requests, feel free to reach out to our team.

Shipping and Handling Guidelines

To ensure your cases are shipped securely, please follow these instructions:

- **Shipping Supplies:** We can provide mailing labels for UPS and FedEx upon request. Postage is charged per box.
- **Box Requirements:** A sturdy cardboard box is required for shipping. We provide boxes upon request.
- **Packing Material:** Fill the box with appropriate packing materials (foam, bubble wrap, etc.) to prevent damage.

- **Model Protection:** Wrap models carefully and individually to avoid any breakage.

For **Local/Courier Pickups**, please ensure all items are ready for pickup at the front desk. Do not place impressions in water, as this can damage the lab slip. Wet impressions should be wrapped with a moist paper towel and placed in a plastic bag for protection.

Turnaround Time

Our turnaround times may vary depending on the volume of cases in the lab. For rush cases, please call ahead to confirm availability. Below are the typical processing times:

- **5 Working Days in Lab:**
 - Retainers, Fixed Expanders, Distalizers, Habit Breakers, Space Maintainers, Thermoformed Appliances, Digital Study Models
- **10 Working Days in Lab:**
 - Class Correctors, Splints, Study Models, 3D Metal Appliances, Positioners
- **Aligners:**
 - **Evaluation and Workup:** 2 working days
 - **Fabrication (from design approval):** 5-7 working days

NOTICE: Turnaround times are calculated based on working days, which begin once all necessary components for the case (including bands, models, wax bite, Rx form, etc.) have been received by the lab.

Rush Policy

For urgent requests, please note the following:

- **Rush Cases:** Any case that requires a turnaround time shorter than the standard work schedule will incur a \$25 rush fee per arch.
- **Approval:** All rush requests must be approved by the lab before proceeding.
- **Same-Day and Next-Day Rushes:** Approval from a technician is required, and fees vary depending on the appliance.

Cancellation Policy

Once production begins, cancellation requests cannot be processed. However, cancellations made within **24 hours** of case or order submission may be accommodated if production has not started. A cancellation fee, up to the full cost of the appliance, may apply.

Cases placed on hold for more than **30 days** will be canceled. All associated documents and STL files will be scanned and archived with the case. If production has begun, applicable fees may be charged.

Payment Terms

To make payments easy, we offer an online payment option through our **Customer Portal**.

- **Invoices:** Payment is due **NET30** from the invoice date, which is provided with each case. If you prefer email delivery, we will send invoices by the end of the business day after it is processed.
- **Statements:** For **NET15** payment terms on monthly statements, please contact us to arrange the details.

We are here to assist with any payment-related questions.

If you have any questions or need further assistance with any part of our policies, please don't hesitate to contact our customer service team. We are here to ensure your satisfaction and help you every step of the way!