

## TERMS AND CONDITIONS

### SHIPPING AND DELIVERIES

Depending on the region that your office is located, we will arrange for you to use UPS, FedEx, or our on-staff driver in order to ship your cases to us. Because the shipping method will be determined by your location, please note that you will not be able to select which courier you wish to use.

Shipping and handling fees are charged at \$9.99 per invoice for cases delivered within the contiguous United States. Please inquire about rates for Hawaii and Alaska.

### RUSH CASES

We realize that from time to time there will be rush and emergency cases; we request that you contact the lab at your earliest convenience to make arrangements for both scheduling and processing these cases. Our rush fee starts at \$65.00/unit.

### INVOICES AND STATEMENTS

Invoices are delivered upon completion of each case. Monthly statements are issued at the end of each month and mailed to your office.

### RETURNS

Returns are only accepted in the event that the completed restoration does not meet the conditions of the warranty as described below. Any other cases returned after completion are liable for full lab charges.

### WARRANTY

Essential Smiles Dental Laboratories offers a 1-year warranty for all products. Under this warranty, the completed restoration is guaranteed to (1) be free of defects due to materials and workmanship, (2) fit the provided impression or model, and (3) be fabricated according to the specifications indicated on the prescription form.

Failure due to debonding, poor occlusion, and damages resulting from accident, neglect, and abuse are not considered to be the result of inferior workmanship and are thus not covered by the warranty.

If during the applicable warranty period you experience any problems with the restoration that are covered by the warranty as described above, Essential Smiles Dental Laboratories will remake or repair the restoration according to the original specifications at no additional cost. In order to take advantage of the warranty, you will be asked to return the original dental restoration and submit the original prescription or invoice indicating the patient name.

### PAYMENT POLICY

All outstanding balances are due within 30 days of the statement date, typically the last business day of the month. Balances not paid within 30 days of the statement date are subject to a 2% finance charge, applied on a monthly basis. Any accounts 30 days overdue may be put on hold or will receive any further orders C.O.D.

A fee of \$50.00 will be charged for all returned checks.

\*\* This policy statement is subject to change. \*\*

\*\* Essential Smiles Dental Laboratories will notify your offices in writing at the time of such changes. \*\*

[www.esdentallabs.com/tx/](http://www.esdentallabs.com/tx/)

To Dr. check

From Dr. check

To Trim

From Trim

To Try-in

From Try-in

To Coping

From Coping

Waiting ( )

Waiting ( )

Patient's Right Side      Patient's Left Side

1	2	3	4	5	6	7	8		9	10	11	12	13	14	15	16
32	31	30	29	28	27	26	25		24	23	22	21	20	19	18	17