



Ocean Blue Dental Labs Remake/Return & Warranty Policy

The cost for fabricating custom made dental appliances cannot be refunded. A credit may be issued by Ocean Blue DL directly to a customer's account when cases do not meet Ocean Blue Dental Lab's standards for quality, function and aesthetics. Any credit balance on an Ocean Blue DL account must be used for lab services within 60 days from the date of issue or it will expire.

Remake/Return & Warranty Policy:

Eligible remakes will be done at no charge if received within 60 days of invoice date.

All original case materials including models, impressions, the dental restoration(s) along with a reason for the remake request MUST be returned with the request for a remake.

New cases will be billed if remake is required due to any of the following:

1. There is a shade, product change or preparation change making it different from the original case.
2. Lab questioned die, margin, impression or bite and was advised to complete case.
3. Abutment required reduction due to undercuts/clearance and/or the prepared teeth were altered. The crown or bridge was reduced, chairside, beyond the material limits or caused it to fracture during adjustment or try in.
4. The partial denture/appliance fits the master cast when fitting crown to existing partial denture/appliance Request to fit a partial or appliance that is not sent with the original case.
5. Full Zirconia on an anterior tooth (6,7,8,9,10,11,22,23,24,25,26,27) due to the opaque/monolithic nature of the material or design when pre-operative or wax up (duplicate of wax up) are not provided
6. The case was not delivered to the patient within 60 days of finishing. Cases left on hold for payment for more than two weeks are no longer eligible for remake consideration.

Veneers are ineligible for remake consideration.

All warranty terms and conditions are subject to change without notice

Warranty is for 2 years from the date of delivery for materials. Limited 60-day warranty on any repairs. This warranty is in lieu of all other warranties, whether expressed or implied and may not be modified by any agent, employee, representative or distributor of Ocean Blue Dental Lab, LLC.

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