

York Dental Laboratory Terms and Warranty

In-Lab Working Days:

- Crown & Bridge 7-10 days
- Model Free/Digital 5 days
- Removable 7-10 days
 - Custom Trays 2 days
 - Bite Blocks 2 days
 - Frameworks 10 days
- Implants* 10 days
 - *additional time maybe required for parts

Cases requiring a call from technician may delay the case.

Please allow full working time. In lab working days do not include weekends or holidays.

Please ask for our production calendar.

Same day repairs and relines are offered within 15-20 miles of York Dental Laboratory. All repairs and relines must be scheduled in advance by calling 800-356-6591 before the case is shipped.

Remake Policy:

We will gladly remake or adjust cases at no additional charge if requested within the warranty period. All remakes and adjustments must be accompanied by the original appliance.

Shade Changes: There is a fee for any shade changes different from the original request.

Warranty Policy:

- ZR Picasso Full ContourLifetime
- ZR Picasso Esthetic 5 Years
- All-Ceramic | Layered Zirconia 5 Years
- BruxZir 5 Years
- PFMs 5 Years
- Veneers..... 1 Year
- All Removable Prosthetics 1 Year

Warranty Policy Excludes:

- Cash refunds for the prosthesis
- Chair time fees incurred

Warranty begins on the date indicated on the invoice accompanied with the prosthesis.

Rush Days & Fees*:

- 5 days \$50 per unit
- 3 days \$100 per unit

*additional shipping fee applied for expedited shipments

All rush cases must be scheduled in advance by calling 800-356-6591 before the case is shipped. Pickup time and delivery may affect the return date.

Terms:

Prices and discounts are subject to change without notice. Some products are subject to additional fees.

Payment Terms:

For your convenience, we accept checks, MC, Visa and AMEX.

All accounts are payable within 30 days of statement date. **Accounts not paid within 30 days will be subject to 1.5% finance charge on unpaid balance and may be placed on COD.**

Online Portal:

To create your account visit www.mylabconnect.com.

You can:

- Schedule your pickup
- Track the progress of your case(s)
- Request supplies
- Make a payment
- Ask questions
- Rate your case(s)

Call us at 800-356-6591 with any questions.