



Payment Terms and Instructions

Payment terms are Net 15. We accept credit card payments (Visa, MasterCard, Discover and American Express), company checks, bank checks, and direct bank wire transfers.

A monthly statement will be issued on or before the 5th day of each month.

\$35.00 charge will be assessed to your account on all returned checks.

A 1.5% monthly late fee will be added to all past due balances.

Remake Policy*

To ensure high quality, service and production, Prime dental lab will provide a no charge remake if received within 30 days of the invoice date except under the following circumstances:

1. Prime dental lab inquired about the die, margin, or impression, and the lab/dentist approved completion of the case.
2. Prime dental lab requested a try-in, but the lab/dentist declined and asked for a complete case.
3. The patient's teeth have been re-prepared.
4. There is a shade change, design change or instruction change different from the original request.
5. The partial denture fits the master cast.
6. The crown/bridge fits the master cast.
7. For eligible remakes received within 30 days but without the original case, Prime dental lab shall remake these cases at 100% of the full price of the restoration at the time the request is made. If the original model and dental restoration are returned within 60 days from the original invoice date, Prime dental lab will issue a 100% credit to the account.

Please Note: Customers are required to return the original models and prostheses for no charge remakes. Failure to return the original models and prostheses will result in a charge for the full amount of the remake.

Warranty Policy*

Prime dental lab warrants all fixed restorations for a period of five (5) years all removable cases for a period of two (2) years against defects in materials and craftsmanship.

The following services are not covered by warranty because of their temporary nature:

- Veneers
- Stayplates
- Removable Dentures
- Flexible Removables
- Prime Dental Laboratory reserves the right to modify the Remake and Warranty policy at any time.