

# IMAGE DENTAL ARTS, INC.

## *\*Satisfaction Guarantee\**

Image Dental Arts, Inc. guarantees workmanship on all restorations for one to five years in that the restoration will fit the die/cast (provided adequate reduction of the prepared tooth has been accomplished according to the manufacturer's recommendations). Cases where failure occurs due to debonding and poor occlusion are not considered to be the result of inferior workmanship.

### **What is covered**

- Repair or replacement of restoration or appliance
- One year guarantee on Virginia Partial bands.
- One year guarantee on Thermoflex clasp and Flexible FRS partials.
- One year guarantee on All-Ceramic restorations after cementation with proper bonding procedures followed using the manufacturer's cement recommendations.
- Five year warranty on porcelain fused to metal restorations.

### **What is not covered**

- Cash refund
- Restorations replaced by another lab.
- Cost incurred for removal or reinsertion
- Incidental or consequential damages, including inconvenience, lost wages, or pain and suffering.
- Fixed or removable temporary appliances.
- Incorrect shade selection.
- Notification of questionable impression with consent to proceed by doctor.
- Repairs/Relines on appliances not fabricated by Image Dental Arts, Inc.

## *\*Payment Terms\**

An itemized invoice will accompany every case. Statements are sent out the first of each month and are due on the 15<sup>th</sup> of the month. We appreciate full payment at this time. If you would like to be put on our automatic credit card billing please utilize this option for your convenience. A 2% service charge will be added to unpaid balance if a payment is not received by the 30<sup>th</sup> of the month.

## *\*Shipping\**

Image Dental Arts, Inc. provides **inbound shipping at no charge** and outbound shipping the quickest delivery possible without excessive charges. Prescription forms, shipping boxes and bags are provided as a service to you. **At any time, if you need to replenish your supply, simply give our office a call or notate on the bottom of prescription form.**

- **Outbound cases are subject to a minimal \$5.00 shipping fee determined by method of shipment.**

***Local:828-225-3812 or Toll Free:800-547-0327***