

Product Return Policy

All restorations returned must include:

- 1) Copy of original invoice.
- 2) All products associated with case (Peterson fabricated restoration, study cast, mounted models, impressions, impression copings, etc) must be returned for evaluation.
- 3) Detailed reason for return. Failed Peterson Dental Laboratory restoration will be credited based on original invoice price. Special order components will not be accepted. Discontinued, expired, or damaged components will not be accepted. Implant abutments and crowns will not be credited due to implant failure or change of treatment.

Product & Pricing Changes

To keep up with the continually changing industry, Peterson Dental Lab reserves the right to change pricing, improve, modify, or discontinue products without prior notice.

Limited Warranty / Limited Liability

Peterson Dental Lab warrantees that all dental devices are made according to your specifications and approval. Subject to return of a device that has failed, the lab will repair or replace the device without charge for the cost of materials and workmanship or refund the customer for the original paid price at the lab's discretion, as follows: 1) screw-retained titanium and zirconia abutments (exclude abutments will greater than 20 degrees of angulations), up to 5 years; 2) porcelain to metal, all porcelain, full metal crowns, single unit inlay and onlay (excluding mutually opposing implant-supported full arch bridges), up to 3 years; 3) milled implant bars (excluding TBS provisionals, acrylic and denture teeth), up to 5 years; 4) dentures and partials, including screw-retained dentures but excluding immediate dentures and partials, up to 1 year if failure is due to defect in materials or workmanship; 5) provisional, composite restorations, thermoformed appliances, splints, up to six months; 6) immediate dentures and partials, flippers, radiographic stents, surgical guides and all other dental devices up to 30 days; 7) special order products: Peterson Dental Lab will not be liable for any incidental or consequential damages, whether foreseeable or not, caused by defects in the product or dental devices produced using the product; the clinician is responsible for determining the suitability of the product for the custom application.

You agree to pay all other cost associated with adjustment, repair and replacement of a device. Except where prohibited by law, the lab WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGES ARISING FROM THE USE OF A DEVICE, WHETHER DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL, regardless of the theory asserted, including warranty, contract, negligence or strict liability. If such disclaimer is not permitted by law, the duration of any implied warranty is limited to 90 days from the date of delivery. The lab does not guarantee the performance of independent carriers.