

BILLING POLICIES

Deutsch Dental Arts, LLC requires a credit card be kept on file for all clients, and require that 50% of the total fee is to be processed by Deutsch Dental Arts, LLC to begin any case at the time the case is received and logged into our system.

The remaining 50% to be processed by Deutsch Dental Arts, LLC prior to the case shipping for final delivery at the final step.

Deutsch Dental Arts, LLC warrants that all custom dental prosthesis and products are made according to your specification and fit the master cast provided by your impression. If the prosthesis or product fits the model but not the mouth, there is a discrepancy in the impression provided and thus Deutsch Dental Arts will not be responsible. Subject to the return of the restoration or product that is placed and then fails, the lab will repair or replace it without charge for the cost of materials and workmanship as follows:

- Removable dentures including screw retained dentures but excluding immediate dentures, immediate acrylic flippers, immediate flexible nylon partials and night guards – up to 1 year if the failure is due to defects in materials and workmanship

- Immediate dentures, immediate acrylic flippers, immediate flexible nylon partials and night guards – up to 90 days if the failure is due to defects in materials or workmanship. An immediate denture or partial denture requiring a reline after teeth have been extracted is not considered under warranty. As the tissue remodels after teeth have been extracted it is expected that an immediate denture or partial will require a reline as a normal protocol.

- Milled implant bars against failure of the bar– 5 years

Our limited liability warranty also applies to All-on-4® cases in the following regard:

- Provisional – 8 months
- Final hybrid acrylic bridge – 1 year
- Teeth – 1 year
- Milled implant bar – 5 years (If teeth need replacing there is a charge for setup and processing)

Refunds

Deutsch Dental Arts offers an account credit only Refund in the below situation(s);

In the event that a patient or client discontinues treatment before all laboratory steps are completed, a partial credit will be determined and issued to the client's account.

Any implant assisted or supported prosthesis is not warranted due to implant failure nor do we warranty implant parts or components.

Please refer to manufacturers warranty for the corresponding implant system used.

All repairs or replacements must be completed in-house at our laboratory. Repairs made on any prosthesis or product fabricated by another laboratory will not be covered by our limited warranty.

Your account must be in good standing to honor any warranty.