

# Atlas Dental

## Terms and Conditions

(Updated Jan 2017)

### General Information

Atlas Dental is committed to offering quality restorations and personal service to our customers. To better assist you and your patients, we need adequate time to fabricate, inspect and deliver your laboratory work. Our Time Schedule is based on full working days (Monday through Friday), excluding the day the case is received, weekends and national holidays.

### Shipping Policy

A nominal shipping fee per case will be added to each invoice and an additional fee will be added for each stage of the case including die trims, try-ins, wax ups, etc. Customer may also incur an additional cost if the shipping location is deemed to be in a residential or extended shipping area of the country by the shipping courier. When shipping, please use our preferred shipping carrier's pre-addressed shipping labels. Failure to do so may result in higher shipping charges. **Insurance per package**, UPS automatically insures each package \$100.00. Upon customer's request additional insurance can be added prior to shipping (both inbound and outbound), this cost is \$0.90 per \$100.00 with a minimum charge of \$2.70 which will be added to your invoice. You must notify Atlas Dental in advanced prior to shipping to request this option, a new shipping label will be required. Atlas Dental is not responsible for lost packages. When sending Semi-adjustable articulators a \$20 fee will be added to the invoice to cover the additional weight and insurance.

### Standard Working Time & Due Date

Atlas Dental requires 9 in-lab working days (not including transit days). Some products (Zirconia and Implant restorations) and other complex cases will require additional working time, schedule your patients accordingly. The due date given on the Rx form should be at least one day prior to the patient's appointment. The case will be received in your office by 5 P.M. on the due date. Our prices are based on normal laboratory time schedules (Monday through Friday). **Rush** cases are available upon request, this needs to be pre-approved prior to shipping and a rush fee will occur.

### Satisfaction Guarantee

If you or your patient is not completely satisfied with our work, Atlas Dental will repair, adjust, rebake or remake any product to your satisfaction; additional fees may apply in some rare situations.

### Discontinuance of Services and/or Products

Should the need to discontinue the completion of a product or services for any reason, you will be billed for services rendered and work completed as of time of notification to Atlas Dental. These terms are based on services and products rendered between Atlas Dental and doctor and are not contingent whether your patient returns for seating of their restoration.

### Terms and Statements

Visa and MasterCard's are the only credit cards accepted. Your account will be billed by a monthly statement. The Statement Balance is due by the end of the subsequent month from the statement date. If not paid by such time, the balance is considered past due and will be subject to a 2% service charge. This charge will be applied monthly until the overdue balance is paid. Accounts that are 60 days delinquent will receive cases C.O.D. Should litigation become necessary to collect balances owed, the customer will be responsible for all attorney's fees and court costs. A return check fee charge will be \$25.

### Warranty and Remake Policy

Within 45 days of receipt, if you or your patient is not satisfied with your finished restoration or prosthesis, Atlas Dental will repair, adjust, rebake or remake any product in accordance with our warranty policy. After 45 days, doctor accepts product as correct and complete. Charges will be applied if the original prescription is altered or our requests for new models and/or impressions on the original case were denied. If a remake is required, charges will also apply if we are instructed to spot the prep die and/or opposing tooth, if re-prepping due to receding gingival tissue, if the doctor trimmed the die or instructed us to "**trim the best we can**". In the event a product requires to be remake or adjusted; the original impressions, models and restoration(s) **must** be returned in order to identify where the problem occurred and determine if full, partial, or no charge applies. If a second remake is necessary, there will be a full charge. By cementing or permanently seating the completed restoration, doctor accepts product as correct and complete.

### Limited Warranty/Limitation of Liability

Atlas Dental warrants that all dental devices are made according to your specifications. Subject to return and inspection of a device that is placed and then fails, the lab will repair or replace the device without charge for the cost of materials or workmanship, at the lab's discretion, as follows: **Category 1**-Three years; **Category 2**-One year; **Category 3**-No warranty. Incidental or consequential damages, including lost wages, inconvenience or chair time will not be compensated.

**Category 1**; Porcelain to metal, Zirconia (Crowns & Bridges), e.max (Crowns & Bridges), full metal restorations  
**Category 2**; e.max (veneers, inlay, onlay), Feldspathic (all types), Composites, Removable devices (if failure is due to defects in material and workmanship), Nightguard.

**Category 3**; Maryland Bridges (all types), Indirect composite-resin bridges, Provisionals, Repairs on non-Atlas removable products.