

WARRANTIES

The Bicon Dental Laboratory (BDL) guarantees each Integrated Abutment Crown (IAC) to be free from defects in workmanship and materials for a period of one year from date of insertion. Bicon will replace an IAC that is defective provided proper protocols had been followed. The warranty covers one remake per unit. Additional remakes are subject to additional fees. In order to qualify for this warranty, the following items must have been provided at the time of the original prescription:

- Full arch impression (including opposing arch)
- Proper bite registration using a rigid material
- Complete and detailed fabrication instructions
- Shade (Vita equivalent)
- Digital photo with corresponding shade tab

Failure to provide sufficient case information (shades, impressions, etc.), or the use of incorrect procedures during crown insertion could result in a voided warranty. For cases in which a restoration does not qualify for the warranty, the restoration will be subject to additional fees. The standard IAC fee does not include excessive adjustments or modifications or any other unusual circumstances which may require a custom milled abutment. Additional fees will be discussed with the dentist prior to fabrication of the restoration.

TERMS AND CONDITIONS

- BDL reserves the right to request an additional impression, if its technicians deem it necessary to fabricate a quality restoration.
- Dentists must examine all restorations to determine their appropriateness for use. BDL expresses no warranty for appropriateness of use.
- Each lab slip constitutes a complete and separate transaction to be invoiced and paid as such.
- Fees listed on the BDL fee schedule include a stone model, die, articulation (if necessary) and all standard domestic shipping charges (international shipments will be assessed separately).
- Unauthorized use of BDL courier accounts (FedEx, UPS, DHL) will incur minimum of \$40.00 surcharge.
- Requests for overnight shipments will incur a \$15.00 surcharge.
- All balances are to be settled by MasterCard, Visa, American Express or COD prior to shipment.
- Prices are subject to change without notice.

ADJUSTMENT

To qualify for an adjustment, the original restoration must be returned to BDL with a new pick up impression of the restoration and the opposing model.

- Requests for adjustments or remakes that are not accompanied by the original restoration will be assessed a fee equal to the original fee.
- Shade changes must be accompanied by a digital photo of the crown in place with the corresponding shade tab.

SHADE CHANGE FEE

No shade fee shall be charged for restorations to achieve the originally requested shade. Any shade adjustment differing from the original prescription will be assessed fees as follows:

- Shade changes that do not require a remake of the original restoration will be assessed a fee of \$50.00 per unit.
- If the crown needs to be remade, the fee will be 50% of the original unit value.