



## TERMS AND CONDITIONS

FTI is committed to providing highly superior and quality restorations while using the finest materials, craftsmanship and technology available. We have established the following policy in the event a remake becomes necessary.

Remake charges will apply under the following conditions:

If a dentist was contacted by FTI and questioned whether the case materials provided were satisfactory, and the dentist approved completion of the case without making further adjustments to the case materials, a full charge will be applied.

FTI will evaluate on a case by case situation when the restoration fits the model and impression but does not fit in the patient's mouth. Due to many variables that can happen chair-side and with the patient's temporary restoration, the laboratory can only guarantee that the finished restoration will fit to the impression, models and bites provided.

FTI will not issue a credit for a case/restoration simply because the terms have changed between dentist and the patient (such as if the patient no longer wants to have the case finished or changes his mind.)

FTI will not issue credit for a case if the dentist chooses to send the case to a different lab to be completed without allowing FTI to make the case satisfactory for them and their patient.

If the original restoration and supporting materials (impression, models, bites) are not returned at the time a remake is requested, a remake charge of 100% will always apply.

If a remake is requested because the customer requests a tooth shade different from the originally prescribed tooth shade, the original restoration must be returned at that time. A remake charge will include the shade change cost, whether it requires an adjustment or a remake. Additional charges may apply based on the nature of the case.

If a remake is requested when a removable partial denture fits the master model but does not fit in the mouth, the amount of the remake charges will be determined based on the nature of the case.

FTI's remake policy will not apply to any account past due. We reserve the right in our sole discretion to refuse accepting any new cases and processing remake cases until any past due balance is paid in full and the account is current.

FTI warrants that all crown and bridge restorations and removable prosthetics will be constructed according to the prescribing dentist's specifications. FTI will repair or replace any restoration or prosthetic that fails due to defects in materials or workmanship during normal use, for a period of one year from the date the case is received by the dental office. FTI's responsibility is for the restoration/appliance only and does not cover dentist's/patient's time. This guarantee is specific to the original dentist and patient.

All FTI restorations and prosthetics are crafted in the USA. FTI reserves the right to amend its remake policy at its sole discretion and without prior notice.