

TERMS AND CONDITIONS

OUR WARRANTY

WAND warranty is for 1 year that the restoration will fit the master die . (provided that an adequate reduction of the prepared tooth has been accomplished according to the manufacturer's recommendations.) Failure due to debonding, poor occlusion, accident, neglect, abuse, are not considered to be the result of inferior workmanship; thus, not covered under the workmanship warranty.

REMAKE POLICY

All original models, dies and dental restoration(s) must be returned for the case to be remade.

All remakes will be at no charge if received within 30 days of the invoice date except under the following circumstances:

WAND inquired about the impression, die or margin and the client requested completion of the case.

WAND requested a try-in, but the client declined and requested that the case be completed.

The teeth were re-prepped.

The case was cancelled after fabrication has started.

(Fabrication starts the day the case is received by **WAND**.)

SHIPPING AND DELIVERIES

As a courtesy to all of our clients, **WAND** pays for one way shipping cost, and as such provides shipping account information as deemed necessary. In addition, we also provide a complimentary delivery service for local doctors. To have cases picked up at your office, please contact our lab or the delivery line during our business hours for prompt service.

WAND will not be responsible for loss or damage to cases during shipping.

INVOICES AND STATEMENTS

Invoices are to be delivered at the time the case is delivered.

Monthly statements are issued on the 5th of each month and mailed to your offices.

PAYMENT

All accounts are payable within 25 days of the statement date (typically the last business day of the month).

Balances not paid within the 25-day period are subject to a 2 % finance charge.

Finance charges and credits are applied on a monthly basis. Accounts 25 days overdue will receive all orders C.O.D. In the event litigation becomes necessary to collect on any past-due account, the losing party shall pay the reasonable attorney fees and court costs of both parties.

**** This policy statement is subject to change. ****