

WARRANTY POLICIES

REMAKE, WARRANTY, AND LIMITATION OF LIABILITY TERMS AGREEMENT

Method Dental Laboratory is proud to guarantee our work to be free of defects due to materials or workmanship. We guarantee each dental device to fit the die and solid model created from the provided impression and constructed according to the Dentist's specifications (as outlined on the prescription).

PRODUCT WARRANTY PERIODS

| COSMETIC DENTISTRY | TIME |
|--|---------|
| ZIRLITE | 5 YEARS |
| BRUXZIR | 5 YEARS |
| METHOD PFZ | 5 YEARS |
| E.MAX | 5 YEARS |
| DIGITAL TEMPS | 90 DAYS |
| OPTIC | 5 YEARS |
| ZIRO VENEERS | 5 YEARS |
| REMOVEABLE PARTIALS | TIME |
| CAST FRAMEWORK | 5 YEARS |
| ACRYLIC SADDLE & TEETH ON CAST FRAMEWORK | 2 YEARS |
| ACRYLIC PARTIALS | 90 DAYS |
| ACRYLIC REPAIRS | 90 DAYS |
| VALPLAST PARTIALS | 1 YEAR |
| FULL DENTURES & BITE SPLINTS | TIME |
| PREMIUM ACRYLIC PROCESSING | 2 YEAR |
| IVOCAP PROCESSING | 2 YEAR |
| IMMEDIATE DENTURES | 90 DAYS |
| ACRYLIC REPAIRS | 90 DAYS |
| BITE SPLINTS | 1 YEAR |
| CUSTOM IMPLANT ABUTMENTS | TIME |
| TITANIUM ABUTMENT | 5 YEARS |
| HYBRID ZIRCONIA ABUTMENT | 5 YEARS |

WARRANTY CLAIMS

WHAT IS COVERED:

- Method Dental Laboratories will replace or repair defective dental device(s) as described below.
- Any changes to the original prescription will be billable and the responsibility of the Dentist.
- Method Dental Laboratories reserves the right to determine if the warranty guarantee is applicable.

WHAT IS NOT COVERED:

- Cash refunds for work completed.
- Cost for removal or reinsertion.
- Cost for incidental or consequential damages including, but not limited to: inconvenience, lost chair time and/or loss of profits, transportation/shipping costs, lost wages, or pain and suffering.

THE ORIGINAL RESTORATION MUST BE RETURNED FOR REPAIR/REMAKE/WARRANTY CLAIMS:

Method Dental Laboratories MUST receive the original dental device to begin a repair/remake/warranty claim. All repair/remake/warranty claims will be billed at 100% until the original dental device is returned.

- If the product is damaged, return as much as possible.
- If the product is used as a temp, a credit for the remake/repair/warranty claim will be applied once the original product is returned and Method Dental has determined that the returned device falls under the scope of the warranty guarantee.
- If the product is lost, please contact us.

INSPECTION/ACCEPTANCE OF GOODS:

The Dentist has the right to inspect the dental device prior to acceptance. If the device is not returned to Method Dental within 10 business days, the device will be considered accepted. Other forms of acceptance shall include, but not limited to: cementing of devices in the mouth, requesting shade changes, and the modification of preparations, bites, or designs.

WARRANTY REQUEST:

Should the Dentist request a repair/remake of the dental device, the Dentist agrees to resubmit to Method Dental Laboratories all original components of the case, including but not limited to: original impressions, models, and dental devices. Method Dental must have all the original components in hand in order to evaluate replacement/repair costs, and whether the restoration shall be repaired or remade.

Return of Non-Acceptable Device(s):

- Should the Dentist return a non-acceptable device and such non-acceptance is the fault of the Dentist, the Dentist shall give Method Dental Laboratories the opportunity to provide an acceptable device within a reasonable amount of time. The Dentist will bear the burden all related costs including, but not limited to, the cost of materials, repair/remanufacture, and shipment.
- Should the Dentist return a non-acceptable device and such non-acceptance is the fault of Method Dental Laboratories, the Dentist must give Method Dental Laboratories the opportunity to provide an acceptable device within a reasonable amount of time at no additional cost (original charges remain in force).
- Should the Dentist return a non-acceptable device and such non-acceptance is the fault of both the Dentist and Method Dental Laboratories or the fault is difficult to determine, the Dentist must give Method Dental Laboratories the opportunity to provide an acceptable device within a reasonable amount of time. All related devices are billable in full, and shall be divided in proportion to the allocation determined by Method Dental Laboratories (generally 50%). Original charges will remain in force.

Shade Change- Method Dental Laboratories offers one complimentary re-shade per case. However, if the shade change requires a remake/remill of the case, and the requested shade deviates from that which was originally requested (on the prescription) the re-shade will be determined the fault of the Dentist and charged in full.

Mis-Trims- Repairs and remakes for mis-trims will be evaluated by Method Dental Laboratories on a case-by-case basis. The laboratory will have sole discretion in deciding if a mis-trim qualifies for a repair or remake. If the dental office die trimmed, or if Method Dental Laboratories was told to proceed on a case they contacted the dental office about regarding questionable margins, the remake will be determined the fault of the Dentist and charged in full.

- Should the Dentist return a non-acceptable device of which non-acceptance is the fault of the Dentist, or fault is difficult to determine, and the Dentist chooses to not allow Method Dental Laboratory to resolve the non-acceptance in the manner described above, all original charges will remain in force.

ADDITIONAL TERMS:

- In order to make a warranty claim, the Dentist's account with Method Dental Laboratories must be in good standing (as outlined in our Customer Payment Policies).
- If the Dentist approves the manufacture/remanufacture of a dental device in which Method Dental Laboratories has previously questioned the accuracy, and the device is then later found to be non-acceptable, the Dentist will bear the cost of the device (and any additional repair/remakes) in full. Likewise, if Method Dental Laboratories requests a new impression, and the Dentist approves moving forward without a new impression, any further repairs/remakes will be completed at full charge (with original charges remaining in force).
- If Method Dental Laboratories requests a try-in, and the Dentist declines, all repairs/remakes will be completed at full charge.
- If patient's teeth are re-prepped, all repairs/remakes will be completed at full charge.
- The proper burs, finishing tools, and irrigation must be used for all adjustments. Failure to do so voids any warranty claims, and all repairs/remakes will be completed at full charge.

LIMITED LIABILITY TERMS

Method Dental Laboratories makes no other warranties including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose of a device or product. The limited warranty extends only to the original purchaser of the dental device ("the Customer") and does not extend to patients or other individuals and/or entities to whom the device(s) is/are sold, implanted, inserted or delivered. The Customer further acknowledges that Method Dental Laboratories ("the Company") does not and cannot warrant the performance or result that may be obtained by using the dental device. The Customer acknowledges that in no event will the Company be liable to any party, including, but not limited to, patients of the Customer for any damages resulting from use of the dental device or otherwise, including but not limited to, incidental or consequential damages, whether claimed by the Customer, any patient of the Customer, or any other party. In addition, the Customer understands that no patient of the Customer, or any other person not a part to this agreement, will be considered a third party beneficiary to this agreement and that no such person will be able to enforce against the Company any representations or warranties, if any, made herein or by the Customer to such patient. The warranties discussed herein are in lieu of all other warranties whether expressed or implied, written by an agent, broker, distributor, employee or representative of Method Dental Laboratories. Incidents where there is failure of supportive tooth or tissue structures, improper adjustments, improper dental hygiene, abuse, or accidents make this warranty null and void. By signing or sending a prescription (or substitute thereof) to Method Dental, the doctor agrees to abide by all terms and policies listed herein.