



Remake Policy

The following fabrication policy applies to all dental restorations fabricated by Cusp Dental Laboratory at our facility.

Remake at No Charge:

(Permanent Restoration only. Does not apply to Provisional Restoration*)

The original restoration must be returned to Cusp with a request for remake within one year of the invoice date;

The restoration will be remade by Cusp at no charge, provided that the remade restoration does not require more material than the original. In remake cases, the higher price will be charged whether or not the fabrication cost is lower than the original (e.g. from PFM to Zirconia).

NOTE: Metal costs for remakes of PFM alloy and FCG gold cases are not eligible for credit. Once a metal case has been inserted in the patient's mouth, the metal is rendered scrap.

Remake at Half Price:

(Permanent Restoration only. Does not apply to Provisional Restoration*)

Cusp will remake a restoration if the invoice for the original restoration has been paid in full and the customer is not delinquent on any payments due to Cusp;

The original restoration must be returned to Cusp with a request for remake after more than one year but within five years of the invoice date;

The restoration will be remade by Cusp at half price (based upon the price for the restoration at the time of re-fabrication) provided that the remade restoration does not require more material than the original.

Remake will be charged when:

The original restorations are not returned, full price remake will be charged. In the event that the remake requires more materials (e.g., alloys, precious metals, new implant parts) than the original, a charge for the additional material will be imposed in addition. Provisional restorations will be remade at full price and are non-refundable.

Accurate Shade Taking:

For accurate shade taking, Cusp recommends doing so prior to the dental procedure or waiting 2-3 days after the initial treatment "black out period" as tooth color changes.

Refunds:

It is Cusp's policy not to provide refunds. However, in certain circumstances, at its sole discretion, Cusp may provide a refund of all or a portion of the purchase price. Under no circumstances shall a refund be provided for Provisional Restoration or if the restoration is returned more than one year after the invoice date.

General Policy:

Cusp shall apply this re-fabrication policy in good faith in an effort to assist dentists and their patients with achieving optimum results. In turn, Cusp requires customers to operate with the same good faith in utilizing this policy.