



Dental Laboratory Remake Policy

Purpose

The purpose of this policy is to establish guidelines and procedures for handling remake cases in a dental laboratory, ensuring consistent quality and customer satisfaction.

Scope

This policy applies to all dental prosthetic and restorative products manufactured by the dental laboratory and is relevant to all customers and laboratory staff involved in the production and management of these products.

Definitions

- **Remake:** The process of re-manufacturing a dental prosthetic or restorative product due to a defect, error, or fit issue with the original product.
- **Warranty Period:** The time frame within which a product is eligible for a remake without additional cost to the customer.

Warranty Period

The standard warranty period for all dental products is one year from the date of delivery.

Eligibility for Remakes

A product may be eligible for a remake if it meets one or more of the following criteria:

1. **Manufacturing Defects:** Defects in materials or workmanship.
2. **Fit Issues:** Poor fit that is not due to inaccuracies in the provided impression or digital file.
3. **Damage in Transit:** Damage occurring during shipping from the laboratory to the customer.

Non-Eligibility for Remakes

The laboratory is not responsible for remakes under the following circumstances:

1. **Inaccurate Impressions or Files:** Errors due to faulty impressions, bites, or digital files provided by the customer.

2. **Improper Use or Handling:** Damage resulting from improper use, handling, or alteration by the customer or patient.
3. **Changes in Prescription:** Any changes made to the original prescription after the case has been started.

Remake Request Procedure

1. **Submission:** The customer must submit a remake request form within the warranty period, providing the following information:
 - Original case number
 - Description of the issue
 - Supporting documentation (e.g., photos, X-rays)
2. **Evaluation:** Upon receipt, the laboratory will review the request and determine eligibility. This may involve:
 - Inspecting the returned product
 - Reviewing the original prescription and impression
3. **Decision:** The laboratory will communicate the decision to the customer within 5 business days of receiving the request.
4. **Processing Remakes:** If approved, the laboratory will prioritize the remake and provide an estimated completion date. Remakes will be processed at no additional cost if within warranty and meeting eligibility criteria.

Customer Responsibilities

1. **Accuracy:** Ensure all provided impressions, digital files, and prescriptions are accurate and complete.
2. **Timeliness:** Submit remake requests promptly within the warranty period.
3. **Handling:** Follow proper procedures for the use and care of dental products.

Laboratory Responsibilities

1. **Quality Control:** Maintain rigorous quality control standards to minimize defects and fit issues.
2. **Communication:** Provide clear and timely communication regarding remake requests and decisions.
3. **Documentation:** Keep detailed records of all cases, including remake requests and resolutions.

Dispute Resolution

If a customer disagrees with the remake decision, they may request a review by a senior technician or manager. The laboratory will make a final decision after a thorough evaluation.

Policy Review

This policy will be reviewed annually to ensure it remains current and effective. Changes to the policy will be communicated to all customers and staff.

This policy ensures that both the dental laboratory and its customers understand the procedures and responsibilities involved in handling remakes, promoting high-quality service and customer satisfaction.

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