



**ROQUE ORTHODONTIC
LABORATORIES INC.**

27072 BURBANK • FOOTHILL RANCH, CA 92610
(949) 581-9711 • FAX (949) 581-9712

CREDITS AND REDOS

Terms and Conditions

We are committed to providing high quality appliances and services for your dental practice. However, if upon receipt of an appliance you find the need for a Redo or Credit, we respectfully request that you take into consideration the following policies:

Roque can only guarantee that our custom-made appliances will fit the working casts. Every appliance manufactured carries a guarantee to fit the model provided and a 90-day wire repair and expansion screw replacement. Lifetime warranty on acrylic. Any appliance fabricated by Roque with Biocryl or acrylic will be repaired in case of fracture at no charge with the receipt of the original models (abuse or misuse excluded).

Warranty

- We provide a 90-day warranty from date of delivery.
- This warranty does not cover appliance loss, patient abuse, or changes in the dentition during this period that would necessitate the need for a new appliance.
- All returns are subject to taxes as well as model pour-up and shipping fees.

Redo's

A redo will be at no charge if it is due to:

- Material defects
- Fabrication defects at the lab

However, any changes in design, acrylic color etc., will be subject to corresponding charges.

- If the returned appliance **does not** fit the patient and **does not** fit the original working casts Roque will fabricate a new appliance at **NO CHARGE**.
- If the appliance **does not** fit the patient but **does** fit the returned working cast, Roque will fabricate a new appliance on your new casts and charges will be incurred at our usual customary fees.
- The same will apply for Digital models and scans.

In the case of distorted impressions:

- When noticed beforehand, a request for a new impression will be made to the dental office.

In the case of incorrectly placed bands on stone models:

- Charges may be applied for duplication of stone model and pour-up to properly fit bands on the new stone model.

Credits

In order to obtain credit:

- Original impressions & appliance must be returned.
- Redo/Credit Form must be filled out and sent to the lab within one month of invoice date.

IMPORTANT! Always retain models (regardless of damages) until appliance is delivered to patient. Warranty is voided if original models are not returned.

i Distorted Impression: Anterior teeth too thin, anterior teeth are long labially & short lingually, elongated bicuspids toward distal, excessive bubbles.