



ROQUE
ORTHODONTIC LABS

CREDITS AND REDOS terms and conditions

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We are committed to providing high quality appliances and services for your dental practice. However, if upon receiving an appliance you find the need for a Redo or Credit, we respectfully request to consider our following policies:

- Roque guarantees every appliance manufactured will fit the (stone model/3D printed model.)
- Roque guarantees either a 90-day wire repair or either expansion screw replacement. (depending on appliance)
- Roque guarantees any appliance manufactured with Biocryl or acrylic will be repaired at no charge with the receipt of the original model. (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 require the need for a new appliance.
- All returns are subject to taxes such as model pour-up and shipping fees.

Redo's

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

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

- Material defects (expander screw not turning, essix crack, etc.)
- Fabrication defects at the lab (soldering malfunction, acrylic break, etc.)
- If the returned appliance **does not** fit the patient and **does not** fit the original stone model/3D printed model, Roque will fabricate a new appliance at **NO CHARGE**.
- If the appliance **does not** fit the patient but **does** fit the returned stone model/3D printed model, Roque will fabricate a new appliance on your new model 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.

NOTE: State on new lab slip that it is a redo

Credits

In order to obtain credit:

- ☐ Original stone model/3d printed model & appliance must be returned.

NOTE: Any changes made to the design, such as acrylic color, appliance, add-on etc., will be subject to corresponding charges.

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 bicuspid toward distal, excessive bubbles.