



*Aesthetic Oral Arts*

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## **POLICY**

- Please send study models and waxed models with all anterior and large cases.
- If you send multiple model work or multiple dies, indicate which dies are to be utilized. We can use only one die for each restoration; we cannot be responsible for a restoration to fit multiple dies.
- When doing large bridges, multiple units or implants, please include full arch impressions.
- Working days are based on in lab time. Do not include pick-up or delivery days, weekends, or holidays when scheduling case turn-around times.
- Please call for special case consideration on all large cosmetic & reconstruction cases.
- Any case needing to be rushed through must be pre-booked with the lab and a rush fee may be added.
- Cases involving 6 units or more require more time for planning, creativity, production and quality assurance.
- **We require diagnostic wax-up's for all cosmetic and full mouth reconstructions.**

## **REMAKE POLICY**

- All remakes require a detailed explanation of the situation, why restoration failed or needs to be remade.
- Warranties will be honored after examination of the restoration by our Master Lab Technician for defects. Neglect, mistreatment or mishandling by the doctor, doctor's staff or by the patient will void the warranty.
- The original restoration, old impression and new impression must accompany the request.
- Remakes are constructed in the same material of the original restoration. You will be notified if a change in product material is needed. Material change requests may be assessed a fee.
- All remake requests not under warranty may be subject to a remake fee. Remake fees are evaluated on a case by case basis.
- Account with a remake factor of 3% or more will be billed the entire restoration fee.
- Cases including more than one model or die must identify the model or die to be utilized for restoration fit. We do not guarantee restorations to fit multiple dies.
- We are committed to providing you with a perfect fit. We do realize that remakes occur for good reasons. We appreciate your business and will work with you to create the best final product for your patient.

## WARRANTIES

All permanent restorations are warranted for 5 years from invoice date. Distorted impressions may be subject to a 50% remake charge plus material costs. Removable products are warranted for 1 year.

## PAYMENT TERMS

Aesthetic Oral Arts, Inc. will include an invoice with each case delivered to you. You may pay per invoice or by the monthly statement that is sent to you the last day of the month. Payment is due immediately upon receipt of the monthly statement. Only those billings paid by the 10th of the month will be eligible for Volume Loyalty Discount\*. *If we do not receive full payment within (30) days of the statement date, we will assess a service charge to your outstanding balance at the rate of 18% per annum. To avoid finance charges, your payment must be in our office prior to the next billing date. Should your account lapse beyond 60 days, future work would be considered only on a C.O.D. basis.*

## VISA, MASTERCARD & AMERICAN EXPRESS

Aesthetic Oral Arts accepts Visa, MasterCard & American Express; however, no discounts will apply.

## PAYMENT DISCOUNT

\*We offer a **Volume Loyalty Discount**. Statements paid promptly by check on or before the 10<sup>th</sup> of each month will receive a discount as follows:

- For balances of \$250.00 to \$2,499.00 take 2% off your statement balance if you pay by check.
- For balances of \$2500.00 to \$6999.00 take 3% off your statement balance if you pay by check.
- For balances of \$7000.00 or more take 4% off your statement balance if you pay by check.