

# Ito And Koby Dental Studio

## *Guarantee Policy*

All acrylic work is guaranteed 100% for 1 year (excluding repairs).

All other cases- materials and labor- are guaranteed 100% for 5 years as our commitment of excellence to you and your patients.

However, we reserve the right to modify the warranty and a charge would incur under these specific circumstances:

- **We have contacted the office during the fabrication process with concerns of an impending issue:** i.e. impression/ model looks distorted or is incomplete = possible poor fit
- **If a remake does occur and the case is a re-prepped or a new restorative material is prescribed:** our warranty covers only the original preparation and initial material and shade prescribed.
- **If the remake was outside of our control:** i.e. tooth structure fractures off during placement or a tooth requires root canal treatment after the restoration has been fabricated and delivered to your office.
- **The original restoration and models are not returned at the time a new restoration is prescribed.** We understand that offices do not retain models for five years and would not expect the model to be returned if the restoration was done months or years ago.
- **Repair work is not guaranteed.**