



CARROLL DENTAL LABORATORY, INC.

TERMS & POLICIES

Revised 10/29/2015

By signing or sending a prescription slip to Carroll Dental Laboratory, Inc., you are agreeing to abide by all the following terms and policies. Carroll Dental Laboratory is not liable for incidental or consequential damages, including inconvenience, lost wages, chair time or pain and suffering.

Warranty

Carroll Dental Laboratory's warranty covers crown/bridge work for a maximum of 2 years and partial/denture work for a maximum of 6 months. Warranty coverage begins from the day that a case is delivered to the client's office. Partial/Denture repairs are not covered under this warranty.

Carroll Dental Laboratory's warranty is in lieu of all other warranties, whether expressed or implied and may not be modified by any agent, employee, representative or distributor of Carroll Dental Laboratory, Inc.

What is Covered by Carroll Dental Laboratory's Warranty?

1. Repair or replacement of appliance.

Conditions of Warranty

1. Prosthesis must be inserted by a licensed, practicing dentist.
2. Patient must adhere to semi-annual dental maintenance (cleaning & exam) program, in the office of a licensed, practicing dentist.
3. Dental prosthetic must be returned with model work in order for credit to be issued.

What is Not Covered by Carroll Dental Laboratory's Warranty?

1. Cash refund for prosthesis (please do not request).
2. Cost incurred for removal or insertion.

3. Repairs resulting from accidents, neglect, abuse, failure of supportive tissue structures, improper adjustments or improper dental hygiene.
4. Incidental or consequential damage, including inconvenience, lost wages, chair time or pain and suffering.
5. Carroll Dental Laboratory is not liable for any fixed or removable prosthetic that has not been appropriately fitted prior to process.
6. Repairs, relines, implants, immediate dentures, immediate partials and appliances partially fabricated or completely fabricated by another lab other than Carroll Dental Laboratory, Inc.

PAYMENT POLICY

- **Payment Terms:** The total statement amount is due by the 10th of the following month. If a statement is not paid by the close of the following month, a finance charge may be applied to the overdue balance. Carroll Dental Lab reserves the right to decline services to clients who have a history of non-payment or slow payment. Carroll Dental Lab also reserves the right to require to have a credit card on file before completing laboratory work to ensure prompt payment.
- **Service Charge:** A service charge of 1.5% will be added to any account that is not paid in full at the close of the next billing cycle.
- **Returned Checks:** A service charge of \$35.00 will be charged on all returned checks.
- **COD Policy:** Account balances that reach 30+ days or more overdue for more than three consecutive months will automatically be placed on COD (unless payment arrangements have been worked out with Dianna Carroll, the accounting administrator, in advance). The office will receive advanced notice before COD begins and will be given the chance to bring the account current to prevent COD.
 - *Note: All COD cases must be paid for within the month they are invoiced.*

ADDITIONAL TERMS

Carroll Dental Laboratory, Inc. gladly accepts VISA, Mastercard and American Express. Recurring monthly credit card billing is available for your convenience. Please contact the laboratory for a credit card authorization form, or visit our website and go to the Doctor Resources > Downloads page.

All out-of-state accounts are processed via credit card (VISA, MasterCard or American Express) at time of shipment, or are shipped COD via UPS.

All disputes shall be governed by North Carolina law with venue in Lenoir County, with the prevailing party to recover all fees and expenses associated with the case(s).