

Customer Satisfaction Guarantee

At Gibson Dental, your satisfaction is our top priority. We offer a 30-day Customer Satisfaction Guarantee on all newly completed products. If you're not completely satisfied, we will take one of the following steps to make it right:

- Remake or Repair the original product at no additional charge.
- Remake as a Different Product of equal or greater value, with only the difference in cost charged.
(An additional material change fee may apply at our discretion.)
- Issue a Full Refund if the product is returned within 30 days of the invoice date.

This guarantee is valid only for the original prescribing doctor and is non-transferable. It may be voided if treatment is completed contrary to the recommendations of our technicians.

Product Warranty Coverage

Fixed Restorations

- Full Zirconia: Lifetime guarantee on materials and craftsmanship.
- PFZ, e.Max, PFM: 2-year guarantee from the invoice date.
- Temporaries, Wax-Ups, and Miscellaneous Fixed Products: Not

covered due to the temporary nature of these items.

Sleep & Orthodontic Appliances

- Nightguards, Orthodontic Appliances, Sleep Appliances: 12-month guarantee from invoice date.
- Invisible Retainers, Bleaching Trays, Pro-Form Athletic Guards: 90-day guarantee from invoice date.

Removable Prosthetics

- New Removable Products: 2-year guarantee from the date of purchase.
- Immediate Dentures & Treatment Partials: 30-day guarantee.

Implants

- Titanium & Gold Hue Abutments: Lifetime guarantee.
- Zirconia Abutments: 5-year guarantee.
- Screw-Retained Acrylic Hybrid: 1-year guarantee for acrylic or denture tooth failure.
- Zirconia Hybrids: 5-year guarantee against zirconia breakage.
- Titanium Bars: Lifetime guarantee.

Note: Screw-retained hybrids will be remade at no charge for poor fit only if the prosthesis does not fit the model and the original model is returned with the prosthesis. Gibson Dental is not liable for costs associated with adjustments, repairs, or replacement outside these conditions.

Remake & Credit Policy Exclusions

Remake or credit requests will not be honored under the following conditions:

- The original appliance is not returned with the remake request.
- The lab deemed case materials incomplete or unsatisfactory, and the customer elected to proceed, refused a try-in, or did not supply requested materials.
- The request is due to a shade change from the original prescription.
- The product has a poor fit after try-in approval.
- The request is due to a change in treatment plan or materials from the original request.
- The request is submitted more than 30 days after the invoice date.
- The case involves immediate or surgical partials, dentures, or healing extractions.
- The appliance fits the model but does not fit the patient.
- The remake reason is unspecified, or original materials/appliances are not returned.
- The account is past due. Gibson Dental Lab reserves the right to decline remake or credit requests and to pause new case processing until the balance is paid in full.