

Terms & conditions

Payment for all statements must be made in full by the 10th day of each month. The statement date corresponds to the last working day of every month. Failure to adhere to the specified payment terms will result in a 2% finance charge per month, or 24% per annum, on any outstanding balances. Additionally, the account will be placed on a Cash on Delivery (C.O.D) basis.

Please note that all fees and schedules are subject to change without prior notice. It is possible for cases to experience delays due to technical or administrative reasons from both the Dental Lab and Dentist Office.

The clinic is responsible for thorough disinfection of all materials before and after their use or insertion in the patient's mouth, whether received from the laboratory or sent to the laboratory.

Either posterior crown(s) followed by anterior crown(s) or more than 6 crowns on the same arch will be charged as anterior.

Conditional Warranty Details

All warranties are subject to conditions. Patients must adhere to all post-care recommendations/procedure, which may include mandatory compliance with wearing a night guard. The warranty does not cover replacement or repair resulting from trauma, accidents, neglect, abuse, failure of supporting teeth or soft tissues, or inadequate dental hygiene. Additionally, the warranty may be voided if extra restorative procedures such as endodontic or orthodontic treatments are performed, or if a partial denture is added or teeth are lost. Primex Laboratory cannot be held responsible for changes in teeth that have received restorations, including cases of tooth loss or fracturing of abutment teeth before, during, or after cementation.

The warranty provided herein is not applicable to cases and/or restorations that Primex Laboratory has identified as having contraindications. The following situations will be subject to additional charges as a new case: 1. Alteration of material. 2. Modification of tooth region by re-prepping to include or change the tooth number. 3. Adjustment of shade. 4. Transition from one product to another. 5. Failure to return the original case when requesting a remake. Furthermore, cases with unclear impressions that are rejected but still requested for processing by the dentist will not be covered by this warranty. Please note that refunds or credits on accounts are not included in the terms of this warranty.

Any adjustment or remake that arises solely from a laboratory error will be provided free of charge. For adjustments or remakes caused by errors that are shared between the laboratory and the doctor/clinic, a fee equal to 50% of the original charge will be applied to the doctor/clinic. If the laboratory initially identified a potential problem but was instructed by the doctor/clinic to continue, any resulting adjustments or remakes will be the responsibility of the doctor/clinic. Standard shipping costs will be applied to all adjustments or remakes.

Primex Laboratory will perform a remake of the restoration at a cost of 50% of the original service fee, in addition to shipping charges and any other related expenses.

Warranty Periods

- Within 2 months from the invoice date, the covered services encompass a wide range of dental procedures and appliances, such as relines (both hard and soft), repairs of various types, welding of clasps, connectors, and other components, QUSill (tooth/teeth soft gaskets), bleaching trays, essix appliances, maryland bridges, temporary crowns and bridges, printed try-ins, diagnostic appliances, and sport guards. This also applies to any products or appliances associated with recent or immediate extractions.
- Within 6 months from the invoice date, the scope of covered services extends to splints, hard guards, soft guards, hard/soft guards, CAD/CAM milled prototypes, and acrylic partials.
- Within 12 months from the invoice date, the covered services include full arch dentures, cast metal partials, and flexible partials.
- Within a span of 24 months from the invoice date, the items covered include, but are not restricted to, crowns and bridges made of Zirconia (solid/layered/veneer), IPS E-Max (solid/layered/veneer), all ceramic, and PFM materials, as well as full cast metal/gold crowns and bridges, and Hybrid Denture (acrylic with denture teeth) and over-dentures/over-bar-dentures.
- For a period of 4 years from the invoice date, the items covered include, but are not limited to, Titanium/zirconia abutments and bars.

Turnaround and working hours/time (working days in lab)

7 working days for most restorative cases (transit time is excluded).

12+ working days for implant/bars and complicated cases.

Please call for complicated and large cases. Additional time may be required to order parts/premium teeth. Excludes Weekends & Holidays.

Please Note: A case requiring a call from a technician or scheduling department may cause delays to the fabrication process.

Primex Laboratory LLC hours: Monday through Friday 9:00am – 5:00pm (PST)

Shipping

For local accounts, free same day (cut off time PST 5:00pm) pick-up.

For distanced accounts, ships 2nd day (less or more \$10 shipping charges).

Rush services (phone call required for pre-approval)

5 days rush In-Lab - \$35.00 per unit/arch surcharge.

4 days rush In-Lab - \$45.00 per unit/arch surcharge.

