Payment Terms. Full payment is due within 15 days of statement date. Any unpaid balances remaining after the due date will be considered past due. All past due balances will be subject to a late charge of 2% of the entire unpaid balance. Accounts not paid within these stated terms will be subject to Cash-On-Delivery status. Late fees will continue to accrue during each 30 day statement period until all past due balances have been paid in full. Megatec Dental Lab may refuse to accept new or complete existing orders on accounts with past due balances. All fees, terms and conditions are subject to change without notice.

Limited Warranty. Megatec Dental Lab will replace any single unit restoration that fails due to defects in materials or workmanship within one year of the invoice date at no charge. Patient must meet all post-care recommendations prescribed, including but not limited to, mandatory night guard compliance. Any damage due to trauma is excluded from the warranty.

Remake policy. Megatec Dental Lab is not responsible for restorations lost or damaged prior to, during, or after cementation. If determined that damage is due to a defect in materials or workmanship or restoration is ill-fitting due to lab error, Megatec Dental Lab will remake the restoration at no charge. Remake Policy will not apply to any account past due.

Charges of 50% will apply if a remake is requested under the following conditions:

1. The restoration/appliance fits the model, but does not fit in the mouth.
2. The customer requests a tooth shade different from the original prescription.
3. A new impression is taken following completion of the restoration.
4. The treatment plan or materials and/or parts change from the original prescription.
5. The treatments/restorations are affected by healing extractions.
6. The incorrect parts or components are provided by the customer.
7. Remake reason is not specified, original materials or appliance(s) are not returned.

Charges of 100% will apply if a remake is requested under the following conditions:

1. After the lab deemed the provided case materials incomplete and/or unsatisfactory and customer elects to proceed with the completion of the case without making any adjustment, refuses a try-in, or does not supply requested materials.
2. The tooth (teeth) are re-prepared following completion of the restoration.

Return Policy. If the original model and dental restoration are returned within 60 days from the original invoice date, Megatec Dental Lab will issue a 100% credit to the customer only on account of obvious lab failure. Restorations that are returned that are due to client failure which include but are not limited to inadequate impressions, clearance, or preparation; or restorations returned with no specific reason will still be charged a fee for parts, and/or porcelain and labor. No refund or returns will be permitted on implant parts or components.

Cancellation Policy. Any restoration stopped mid-production will be charged accordingly based on the amount of work completed at the time the order to cease production was given by the customer.

Implant Crown Warranty. Warranty does not extend to implant crowns that fail overtime due to implant component failure or non-integration; problems which arise from oral health deterioration such as gum or bone loss due to gum disease or other reasons; other systemic health problems or conditions.