

REMAKE POLICY



NSW Dental Laboratory

Remakes are free of charge if NSW Dental Lab is at fault and will be prioritized.

Failure to provide all components of the original case back will result in a full charge of the item. We require all items to be returned in order to access the case and why there is an issue with the product, this includes but is not limited to the model and the prosthetic.

If a Remake is cancelled by the client the full charge of the original prosthetic will still be charged in full.

All remakes must be submitted with a reason for remake and must be approved by a technician prior to commencement. Customer service representatives can only advise ETAs once the case has been approved, and production commenced.

Remakes will be charged in full if we contact you in regard to the design, die, margin, bite or impression for a case and you decline recommendation, approve and/ or ask us to proceed. If requested a new scan or impression, bite registration will need to be provided.

Any remakes due to misinformation or incomplete data will be billed to the client. For example, shade change, incorrect bite provided, or wrong tooth written on a request.

Clients will be billed for remakes/ adjustment if the original prosthetic fits the original model or if the operator changes (or adds to) the instructions, item, material, design, shade, a new impression, prep or directly adjacent and occluding teeth are altered. Delivery fee may apply for any remakes that client is liable for.

When requesting Design Approvals, once you approve the design you will be liable for any changes or additions after the design has been approved.

If you request “No Model” in order to save costs, we are unable to assess fit accurately and will not accept liability for any items provided with this request.

Remake requests must be submitted in writing to info@nswdentallab.com.au for approval with all supporting information.

Customer service and the accounts team will not be able to waive invoices or discuss cases until the request is submitted via email, discussed with a technician and the case is returned in full where applicable.

All remake cases are reviewed by a technician to access why there was a problem, once the issue has been identified an answer will be provided by email.

Any remake that is submitted may be charged in full if this process is not adhered to.