



TERMS AND CONDITIONS

Thank you for choosing Pan-Am Dental, Inc. we are proud to serve you and your patient and hope you keep the following terms and conditions in mind when working together with us. All payments are due 15 days from the date of our statement. Statements will be sent at the end of each month. A 2% charge per month will be charged on past due amounts over 30 days. All cases will be billed in stages. All items sent, remain the property of Pan-Am Dental, Inc. until the case is finalized and returned. All cancellations must be made prior to the work being started. Refunds can be given if the original restoration is returned within 30 days and the problem with the product is determined to be a fault of manufacturing. The balance on the case will be credited back to the account. No cash refunds will be given.

Pan-Am Dental is proud to offer a full warranty on all of our work. Some materials may have longer coverage than others based on the material strength. Porcelain, Acrylic, DurAcetal, Wire Clasp, Expanders, Denture Teeth, and Emax are covered by a two year warranty from the date of manufacture. Full Zirconia and Valplast have a lifetime warranty by the material manufacturer. Normal wear and tear including discoloration is excluded from valplast warranty. It is not the policy of Pan-Am Dental to provide cash refunds or provide compensation for any cost incurred for removal or insertion of the product. In order for the warranty to apply, the original restoration must be returned for inspection. It must be determined that the repair is not a result of accident, neglect, abuse, failure of supportive tooth or tissue structures, improper adjustments or improper dental hygiene. Pan-Am Dental Enterprises, Inc. is not liable for any fixed prosthetic (over 5 [five] units), or any removable prosthetic, that has not been appropriately fitted prior to processing for final delivery, i.e. try-in. Pan-Am Dental warranty does cover the repair and replacement of broken appliance as long as there are no changes or additions the prosthesis. The following appliances, however, are not covered by any warranty, because of their temporary or delicate nature:

- Smiletemps
- Veneers
- Immediate Dentures *

At times a product may need to be returned for Remake or Repair before the final delivery. All remakes will be at no charge if returned within 30 days of the invoice date. There can be no change to the original order to be considered a remake. A remake will also incur a charge if any of the following occur:

- There is a shade or product change from the original request.
- Pan-Am inquired about the die, margin, or impression but the Dentist approved the case and requested completion.
- Pan-Am requested a try-in, but the dentist requested that the case be completed.
- The dentist requested that Pan-Am design the partial framework, but the patient didn't like the design.
- If a remake is returned without the restoration and model work..

Thank you again for choosing Pan-Am Dental. We look forward to a mutually beneficial relationship and are always available to individual circumstances. Please always contact your nearest available representative for questions or call the lab at 1-866-726-2635.