

REMAKE, WARRANTY & REFUND POLICY

At Anka Dental Lab, we are committed to delivering high-quality, precise dental restorations and appliances. Please review our policy carefully. By submitting a case, you acknowledge and agree to the terms outlined below.



1 DENTURE RE-SETUP POLICY

- The first re-setup is provided free of charge.
- Any additional re-setup after the first one will be charged at the regular fee.
- For immediate dentures, the first redo will be charged at 50% of the regular fee.
- Re-setups do not include changes to tooth shade, shade of gingiva, tooth mold, or case design. Any such changes will be considered a new case or a remake and may incur additional charges.
- All requested adjustments must be communicated clearly at the time of try-in.



2 TRY-IN APPROVAL

- Once the try-in has been approved by the doctor and authorization is given to proceed with processing the case, the case becomes non-refundable.
- Any changes requested after approval may be considered a remake and will be subject to additional charges.
- Once the denture has been delivered to the patient with the doctor's approval, no refund will be issued.
- It is the doctor's responsibility to verify fit, occlusion, esthetics, and shade during the try-in appointment.



3 DENTURE WARRANTY & RESPONSIBILITY

Anka Dental Lab warrants its dentures to be free from defects in materials and workmanship for a period of six (6) months from the delivery date.

After six (6) months from the delivery date, Anka Dental Lab is no longer responsible for:

- Repairs
- Relines
- Remakes
- Refunds

This warranty does not cover damage caused by accidents, patient neglect, improper use, or unauthorized adjustments/modifications.



4 SHADE CHANGES

Any change to the tooth shade or gingiva (gum) shade after processing has begun will be subject to additional charges. Shade selection is the doctor's responsibility. Please communicate all shade requirements clearly at the time of ordering.



5 RUSH CASES

- Any rush case will be charged an additional fee.
- The rush fee will be determined according to the type of case and the requested turnaround time.
- The customer/doctor will be notified of the additional fee before proceeding with the case.
- Rush cases are given priority handling; however, we cannot guarantee delivery times due to factors beyond our control (e.g., shipping delays, holidays, etc.).



6 ADDITIONAL REPAIRS OR ADJUSTMENTS

Any additional repair, adjustment, or remake outside the policy terms may be subject to additional charges. This includes, but is not limited to: changes in design, fit, occlusion, shade, or patient-specific modifications requested after delivery.



7 CROWN POLICY

- Our crown warranty is 1 year from the delivery date.
- No refund for the crown after it has been delivered.
- Please use the recommended material to cement the zirconia crown. Failure to do so may void the warranty.
- The first redo for the crown before delivery will be free of charge.
- Any additional redo after the first one will be subject to additional charges.
- The warranty does not cover fractures or failures caused by improper cementation, parafunctional habits, occlusal trauma, or patient neglect.



8 AGREEMENT

By sending cases to Anka Dental Lab, the doctor/client acknowledges and agrees to the above policy terms. These terms are in place to ensure fairness and maintain the quality of our products and services.



PLEASE NOTE:

By submitting a case to Anka Dental Lab, the doctor/client accepts all remake, warranty, refund, and rush case policies listed above. Policies are subject to change without notice. For any questions, please contact our customer service team.