

Payment Terms

The statement balance is due and payable by the fifteenth of the month following purchase. A service charge of 1.5% per month (annual rate of 18%) will be applied to any unpaid balance accounts with outstanding balances over 45 days will be subject to C.O.D. status. If you have any questions please contact Kathy Henley at kathy.henley@oralartsdental.com

Limited Warranty/Limitation of Liability

Oral Arts Laboratories ("the lab") warrants that all dental devices (a "device") are made according to your specification and approval in the belief that the device will be useful and makes no other warranties including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose. This Limited Warranty and Limitation of Liability ("Agreement") will be extended with the presentation of a verified proof-of-purchase, which includes an original invoice number/date, patient's name and the original model. This limited warranty extends only to the original purchaser of a device and does not extend to patients or other individuals and/or entities to whom the device(s) is/are sold, implanted, inserted or delivered. Subject to the return of a device that is placed and then fails, the lab will repair or remake the device without charge for the cost of materials and workmanship or credit the original price paid, at the lab's option, as follows: (1) porcelain to metal, all porcelain, all metal, single-unit inlay, onlay and crown composite resin final prosthetics (excluding mutually opposing implant- supported full arch bridges), milled implant bars, and screw-retained titanium or zirconia abutments (excluding abutments with angulations greater than 20 degrees), up to seven years; (2) composite resin bridges (excluding Maryland and inlay/onlay bridges) up to five years; (3) dentures and partials including screw-retained dentures but excluding immediate dentures and partials up to one year if the failure is due to defects in materials or workmanship; (4) thermoformed appliances and splints if the failure is due to defects in materials or workmanship, temporaries, composite resin Maryland and inlay/onlay bridges, up to six months; (5) immediate dentures and partials, flippers, retainers, surgical and radiographic guides, and all other dental devices up to thirty days if the failure is due to defects in materials or workmanship. You agree to pay all other costs of adjustment, repair and replacement of a device. Except where prohibited by law, the lab will not be liable for any loss or damages arising from the use of a device, whether direct, indirect, special, incidental or consequential, regardless of the theory asserted, including warranty, contract, negligence or strict liability and if such disclaimer is not permitted by law, the duration of any implied warranty is limited to 90 days from the date of delivery. The lab does not guarantee the performance of independent carriers. Oral Arts will only accept returns of implant parts on un-opened packages with the product in its original condition. The parties to this Agreement mutually agree to waive any and all class actions in favor of mandatory individual arbitration of all claims arising out of, or related to, this Agreement. Any controversy or claim arising out of, or relating to, this Agreement, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association. The place of the arbitration shall be Huntsville, Alabama and Alabama state law shall apply.

Shipping Policy

Oral Arts pays the cost of shipping your cases both ways! While many labs have instituted shipping charges at least one way we believe that getting your cases to and from the laboratory still remains our responsibility. You have several convenient options when shipping your cases. Choose from our local courier service in areas where applicable, FedEx, or UPS. We will provide you with complimentary airbills, packing materials, and boxes. This policy does not apply to overnight deliveries, weekend pickups, or insurance coverage. In these situations, which, are at doctor's request, or for accounts outside the Continental U.S., Oral Arts will bill your account for any additional shipping charges that were incurred.

For your free shipping kit, within Continental US, please call our marketing department toll-free at 1-866-318-5846.

In-Lab Turnaround Times

*5-day turnaround on most restorations up to ten units!
(Except Oral Arts Select... See Schedule)*

Crown & Bridge

| | |
|--|-------------------|
| BruXZir or IPS e.max | 5 Days |
| Lava Ultimate Restorative | 4 Days |
| 1-10 Units PFM | 5 Days |
| 11 or more Units | 7 Days |
| Full Cast | 3 Days |
| Procera | 8 Days |
| Lava or Forte YZr | 5 Days |
| Crown with attachments or implants | 7 Days |
| Custom Ti or Zr Abutment only | 8 Days |
| Custom Ti or Zr Abutment with Crown ... | 15 Days |
| Select™ 1-12 Units | 10 Days |
| Select™ Larger Cases | Call for schedule |

Crown & Bridge Rush Charges

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|-------------------------|----------------|
| 24 Hour, In House | 75.00 per unit |
| 48 Hour, In House | 50.00 per unit |
| 72 Hour, In House | 25.00 per unit |

Removable & Ortho Rush Charge

Rush beyond normal schedule 25.00 per case

Cast Partial

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|----------------------------------|--------|
| Cast Framework | 5 Days |
| Set-Up for Try-In | 3 Days |
| Process and Finish | 3 Days |
| Set-Up, Process and Finish | 5 Days |
| Bite Rim | 2 Days |

Flexible Partial

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| Set-Up for Try-In | 4 Days |
| Process and Finish | 3 Days |
| Set-Up, Process and Finish | 6 Days |

Cu-Sil® Partial

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|----------------------------------|--------|
| Set-Up for Try-In | 4 Days |
| Process and Finish | 4 Days |
| Re-shoot Cu-Sil and Reline | 3 Days |

Dentures & Virginia Partial™

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|-----------------------------------|--------|
| Set-Up for Try-In | 3 Days |
| Process and Finish | 3 Days |
| Set-Up, Process and Finish | 5 Days |
| Bite-Rims, Trays and Reline | 2 Days |

Orthodontics

Ortho Appliances 2-7 Days

Splints & Mouthguards

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|--------------------------------|--------|
| Comfort H/S | 5 Days |
| Processed Acrylic Splint | 5 Days |

Sleep Apnea Devices

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|----------------------|--------|
| Myerson EMA | 5 Days |
| TAP 3 Elite TL | 5 Days |

Working days do not include pick-up, delivery or mail days.

OAL Custom Titanium & Zirconia Abutment Platform Compatability

AstraTech 3.0, 3.5/4.0, 4.5/5.0

BioHorizons 3.5, 4.5, 5.7

Biomet 3i 3.4, 4.1, 5.0

Branemark RP/4.1

Prima Connex SD, RD, WD

Straumann Bone Level .. NC, RC

Neoss 3.25, 4.0

Noble Active NP, RP/WP

Nobel Replace NP, RP, WP, 6.0

Zimmer TSV 3.5, 4.5, 5.7