

Remake Policy

Confidential Studio has now updated its warranty and remake policies. This update will include all restorations that are covered by Confidential Studio's remake policy and fabricated according to your specifications and approval. Under the warranty's duration, should you experience any problems with a restoration, Confidential Studio will remake or repair the restoration.

The original restoration and all related materials must be returned.

- Official order form stating reason for return
- Original order form and all associated materials
- Impression
- Bite Registration
- Models
- If the product is damaged or lost, please contact us via email or phone.

In the event that a new impression was requested by Confidential Studio and the case is completed without a new impression according to the instructions of the doctor, the remake policy will be null and void. Any additional remakes will be completed at full cost.

Limited Warranty

Confidential Studio is providing various warranties according to the product. Each warranty policy provided for each restoration can be found on page 3 of this document.

Work is guaranteed to be free of defects due to materials and workmanship. The restoration is guaranteed to fit the provided impression/model and will be created according to the specifications requested on the prescription form. Restorations will be repaired or remade at no charge if defect is found due to workmanship and/or faulty material(s). The warranty will begin from the date the case is received by the doctor.

In the event that an account is past due, Confidential Studio Inc. reserves the right in its sole discretion to refuse accepting any new cases and processing remake cases until the balance is paid in full and the account is current. A non-refundable charge will apply if the original appliance is not returned at the time of the remake request.

After analyzing data regarding our remake cases, we've found the cause of the majority of our remakes to be because of what we've dubbed "invisible" distortion. This distortion is not always visible by manual inspection of the impression and/or model but ultimately results in a product unfit for a patient.

There seem to be various reasons which may include but are not limited to: a distorted impression, banded impression tray, incorrect bite capture, incorrect impression technique, and even physiological conditions that a patient may have experienced from the time the impression was taken to the product was delivered.

In order to address these issues, Confidential Studio would like to focus on resolving issues that we can directly affect. We are attaching an Impression Troubleshooting Guide in PDF form made by 3M. We strongly recommend reviewing this document as it outlines the causes for impression issues and goes through solutions step-by-step to ensure a quality impression is produced.

Material Minimal Thickness

Material	Minimal Thickness	Recommended Thickness_(or ideal)
Zirconia	Buccal: 1.0mm Lingual: 0.8mm Occlusal/Incisal: 1.8mm	Buccal: 1.2mm Lingual: 1.0mm Occlusal/Incisal: 2.0mm
EMAX	Buccal: 1.0mm Lingual: 0.8mm Occlusal/Incisal: 1.8mm	Buccal: 1.2mm Lingual: 1.0mm Occlusal/Incisal: 2.0mm

Warranty

<u>RESTORATION</u>	<u>DURATION</u>
●CAD/CAM Screw-Retained Zirconia Crown **	3 YEARS
●CAD/CAM Custom Titanium Abutment/ Crown **	3 YEARS
●Prefabricated Implant Crown **	2 YEARS

●Full Zirconia Crown **	4 YEARS
●Layered Zirconia Crown **	2 YEARS
●E-Max Crown **	2 YEARS

** = EXCEPTIONS

- If there are more than 5 units and/or is a full mouth, warranty duration is 2 years.
- In the event that a case has insufficient occlusal clearance, the “lab” will contact the customer with regards to this issue and proceed as instructed. However, if a fracture or chip occurs and a remake request is made, the duration of the warranty will be 1 year. *Information on a material’s minimal thickness can be found on page 2.