



Updated Warranty Policy – Effective May 1, 2025

Dear Dr. there,

We hope this message finds you well.

We're reaching out to inform you of important updates to **Infinia Dental Lab's Warranty & Remake Policy**, effective **May 1, 2025**. These updates aim to bring greater transparency, clarity, and fairness to how warranty claims and remakes are handled, ensuring continued high-quality service and support for your cases.

KEY CHANGES & ADDITIONS:

1

Detailed Warranty Coverage by Product Type

We've broken down warranty terms by specific product categories including All-on-X prosthetics, crowns, bridges, and removables. Some examples include:

- All-on-X Stackable Surgery: 5-Year Warranty
- All-on-X Freehand Surgery: 2-Year Warranty (must follow lab guidelines)
- Implant Crowns (Screw-retentive/Cement-Retained): 10-Years Warranty
- Removables: Now categorized (6 months to 1 year based on item type)

2

Expanded Exclusions

Clear exclusions are now outlined for issues due to trauma, bruxism, poor hygiene, and deviations from lab recommendations.

3

New Warranty Claim Procedure

To streamline claims:

- A written explanation must be included (via email or RX).
- Supporting documents (photos/scans/notes) should be submitted for review.
- One-time remake will be granted upon approval.

4

Shipping & Delivery Policy for Warranty Cases

- Full FedEx shipping charges will apply for local and out-of-state pickups.
- If the rush is due to lab error, we'll cover the difference.
- Note: Original item must be returned to process any remake or warranty claim.

5

Policy Acceptance Clause

Use of our services constitutes acceptance of the updated terms.

For your convenience, you may review the full policy [here](#)

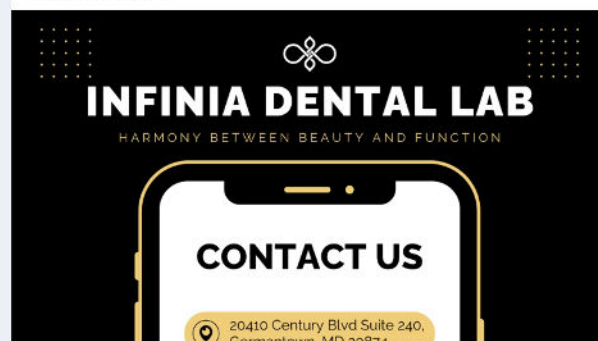
If you have any questions about these changes or would like further clarification, please don't hesitate to reach out. Our goal is always to support your practice with exceptional products and reliable service, please contact **Minhae** or **Ameena** directly.

Ameena: [202-471-0961](tel:202-471-0961)

Minhae: [443-827-1179](tel:443-827-1179)

Thank you for your continued trust and partnership.

Best regards,
Infinia Dental Lab



 infiniatetechinfo@gmail.com

 infiniadental.com

 301-321-7129

Infinia Dental, 20410 Century, Blvd Suite 240, Germantown, MD 20874, United States, 301 321-7129

[Unsubscribe](#) [Manage preferences](#)

Send free email today

HubSpot