



Warranty & Remake Policy

Effective as of May 1, 2025

Warranty Overview

Infinia Dental Lab ("Lab") provides comprehensive warranties for products across various departments, including All-on-X Zirconia Hybrid Prosthesis, Implant Restorations, Crown and Bridge restorations, and Dentures. Warranty coverage applies exclusively to prosthesis and restorations fabricated in accordance with the Lab's established protocols, guidelines, and recommendations. Specific warranty durations and conditions for each product category are outlined below.

Warranty Coverage and Terms

1. All-on-X Zirconia Hybrid Prosthesis (Stackable Guide Surgery)

Coverage: 5-Year Warranty

Covers structural failures directly attributable to manufacturing defects or laboratory fabrication errors.

Exclusions:

- Remakes or modifications due to patient dissatisfaction after final approval
- Design changes resulting from additional implants placed after the final prosthesis fabrication

2. All-on-X Zirconia Hybrid Prosthesis (Free-Hand Surgery)

Coverage: 2-Year Warranty (contingent upon strict compliance with Lab recommendations)

Doctors must follow Lab guidelines for VDO, implant placement, and bone reduction.

Exclusions:

- Breakage caused by deviations from the Lab's recommendations

3. Conversion from Overdenture to Hybrid Fixed Prosthesis

Coverage: 5-Year Warranty if, after evaluation, the case is deemed convertible to a hybrid fixed prosthesis

Exclusions:

- If the Lab recommends against conversion and the doctor proceeds anyway, the warranty is void

4. Zirconia-Only Prosthesis (Surgery not initiated by Lab)

Coverage: 2-Year Warranty

Exclusions:

- Remakes or modifications due to patient dissatisfaction after final approval
- Design changes resulting from additional implants placed after final prosthesis fabrication

5. Removable Prosthetics

Coverage Periods:

- Immediate Dentures: **1 Year**
- Clear Flexible Clasp, Bite Splint, Bleaching Tray, Copyplast Matrix, Clear Duplicate/Surgical Guide, Vacuum Stent, Digital Denture: **6 Months**
- Night Guards (All types), Denture Repair/Rebase/Reline, Essix, Flippers: **6 Months**

6. Implant, Crown, and Bridge Restorations

Coverage:

- Screwmentable/Cement-Retained Implant Crowns: **10-Years Warranty**
- Screw-Retained Implant Crowns: **5-Year Warranty**
- Zirconia Crowns: **5-Year Warranty**
- PFM & Full Cast Crowns: **5-Year Warranty**
- PFM with Ceramic Occlusal: **5-Year Warranty**
- Emax Crowns: **5-Year Warranty**

Exclusion:

- No warranty if insufficient space was noted and the doctor proceeded regardless

General Exclusions

Warranty does **not** cover:

- Design changes requested post-fabrication
- Damage caused by bruxism, trauma, poor hygiene, or misuse
- Alterations or repairs done by third parties
- Clinical/surgical fees or shipping charges related to replacements

Warranty Claim Procedure

To submit a warranty claim, the treating doctor must:

1. Provide a clear explanation of the reason for the remake, either by email or written directly on the RX
2. Include any supporting documentation such as photos, scans, or case notes. Upon review, the Lab will determine eligibility. If approved, a one-time remake will be provided at no charge.

Note: Failure to follow Lab guidelines will void the warranty.

Shipping & Delivery Guidelines (Applies to Remake & Warranty Cases)

Local Pick-Up & Delivery (via FedEx):

- Doctors will be charged the full FedEx shipping cost for all local case pickups and deliveries.

Rush Shipping Fees:

- If expedited shipping is required due to a doctor's request or delayed record submission, the full FedEx fee applies.
- If the rush is caused by Lab error, only the standard shipping fee will be charged, and the Lab will cover the expedited cost.

Out-of-State Pick-Up & Delivery:

- Billed based on actual FedEx delivery cost
- Same rush shipping conditions apply as noted above

Pickup Requests for Warranty/Remake Cases:

- Please notify the Lab in advance if a pickup is needed

- The original item must be returned for the claim to be processed
- Missing or incomplete returns may delay processing or lead to claim denial

Acceptance of Terms

By utilizing Infinia Dental Lab's services, the treating doctor acknowledges and agrees to the terms and conditions outlined in this Warranty & Remake Policy.

For questions or to submit a warranty claim:
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