

Young Dental Laboratory, Inc. Terms, Conditions and Warranty***

By signing or sending a prescription, work order (or a substitution thereof) to Young Dental Laboratory, Inc. (dba Young Dental Lab, Young Orthodontic Laboratory), I agree to abide by all terms and policies listed below.

General Notice

The cost of fabricating custom made dental prosthetics, devices and appliances cannot be refunded. A credit may be issued by Young Dental Laboratory directly to your account when cases do not meet our superior standards of quality, function and esthetics.

Remake Policy

If the original models(s) and appliance/device/restoration(s) are returned within 60 days from the original invoice date, Young Lab will issue a credit (partial or in full) to the dentist's account. Young Dental Laboratory will remake any case at no charge if received within 60 days of the invoice date except under these circumstances:

1. Appliance, denture or crown fits the master die/model.
2. Young Dental Laboratory inquired about the die, margin, impression and/or model however, the dentist approved and requested completion of the case.
3. Young Dental Laboratory requested a try-in but the dentist declined and asked to complete the case.
4. Denture (full or partial) set-up was approved and case was processed to completion.
5. Tooth/teeth were re-prepared.
6. A new impression was supplied.
7. Final restorative shade or product change different from the original request.
8. The case was cancelled after fabrication was initiated. Fabrication starts the day Young Lab receives the case; the case will remain billed at full cost.

Pricing Terms and Conditions

All prices listed are one-stage (one visit) or per unit. Some products are subject to additional fees (i.e. bridge connectors, additional implant components, multiple stages, and metal surcharges (billed per pennyweight). All prices are subject to change without notice.

Rush Service³

Cases requiring a faster turnaround than our standard working times will incur, if approved by dentist, a rush service fee calculated in addition to the price of the product:

Same-day	50%
1-day	40%
2-days	30%
3-days	25%
4-days	20%
5-days	15%

Turnaround Times** (calculated by days in-lab, excludes shipping days):

Orthodontic Appliances	5-7 days
Removables	5-10 days
Cast Partial Frameworks	10 days
Crown & Bridge	10 days
Implants ¹	10 days

Standard Pick-up/Delivery Charges

No charge for local pick-ups (within 50 miles of Philadelphia) / \$9.00 per package delivered
Out-of-State \$9.00 per package / \$15.00 per package²

Invoices are Net 30, providing thirty (30) days for the payment of invoices prior to incurring a finance charge. Invoices not paid by the last business day of such month will incur a 1.5% (18% annually) finance charge. The account will be automatically placed on C.O.D. for any amounts not paid after 90 days. All cases and items sent remain the property of Young Dental Laboratory, Inc. until client's account is paid in full. A minimum of \$50.00 will be charged for returned checks. All disputes shall be governed in all respects by Pennsylvania law and client agrees to submit to the exclusive jurisdiction of, and venue in the County of Philadelphia, State of Pennsylvania in any dispute. Customer agrees to be responsible for Young Dental's attorney fees and court costs for enforcement of this provision.

¹ Additional time may be required to obtain necessary implant components, milling of structures, etc.

² All cases delivered by UPS Ground Service to your office. Additional fees apply for overnight delivery, to residential addresses and/or outlying areas (Alaska, Hawaii and international).

³ Not applicable to all products and services.

**Turnaround Times exclude weekends and holidays. Working times are not guaranteed.

*** Warranty begins on invoice date. Warranty is in lieu of all other warranties, whether expressed or implied and may not be modified by any agent, employee, or representative of Young Dental Laboratory.

Warranties & Conditions

The Company agrees to investigate and request for repair or replacement of a product pursuant to said Warranties and Conditions within thirty (30) days of being notified of an alleged defect or error. After review, Young Dental Laboratory will repair or replace any product deemed the responsibility of Young Dental per the terms and policies contained herein within the turnaround times prescribed herein. Young Dental Laboratory's warranty covers the repair or replacement of products that are inserted by a licensed dentist, however excludes:

1. Cash refund of the product.
2. Any costs incurred for removal or insertion.
3. Any incidentals or consequential damages including inconvenience, lost wages, chairtime, or pain and suffering.
4. Any repairs resulting from accident, neglect, abuse, failure of supporting tooth or tissue structure, improper adjustments or poor dental hygiene.
5. Any multiple unit fixed prosthesis or any removable prosthetic that has not been appropriately verified or fitted prior to final processing.
6. Any repairs, relines, temporaries, implants, immediate dentures or partials, and appliances partially or completely fabricated by another laboratory.

Fixed Restorative Product Warranties

1 Year

Single unit IPS e.Max® CAD or IPS e.Max® Press All-Ceramic

Single unit Zirconia: Solid/Full Contour Zirconia, Porcelain layered-to-Zirconia

PFM: Porcelain-to Non-precious, Semi-precious, High Nobel

Full Cast Metal Crowns & Bridges: Non-precious, Semi-precious, High Nobel

No Warranty

IPS e.Max® Press Veneers

PMMA Temporaries

Composite Veneers

Diagnostic Wax-ups

Removable Product Warranties

3 Years

Cast metal partials: CrCo or Vitallium® Cast RPDs

Valplast®, TCS® and Lucitone FRS® RPDs

Valplast Complete or Unilateral (only against breakage; not wear-and-tear or discoloration)

6 Months

Cu-sil gaskets

No Warranty

Masel crowns in RPDs

All-acrylic provisional/treatment partials

Immediate partials and dentures

Any repairs (including laser welds, reinforcements, additions, cracks and additions)

Orthodontic Appliances/Devices Product Warranties

60-Days

Dual-laminated night guards (aka hard/soft combos)

Soft EVA night guards (grind-in soft night guards)

Night guards and splints (all-acrylic, Talon®)

Hawley-based anterior bite planes

30-Days

Orthodontic appliances

Athletic sports guards

Implant Product Warranties

Lifetime Warranty

100% lifetime warranty against breakage or fracture of implant abutments (custom abutments, ti-base, and lab-provided pre-fabricated abutments). Additional warranties may be sought by respective implant company and/or abutment manufacturer.

(See also Fixed Restorative Product Warranty for crown)

No Warranty

Doctor-supplied abutments and/or parts

Indemnity

Dentist/Customer agrees to indemnify, defend and hold harmless Young Dental Laboratory from and against any and all claims, demands, causes of action, damages, losses, liabilities, costs, fees and expenses (including, without limitation, reasonable costs and expenses of investigation and settlement and reasonable attorneys' fees and expenses) (collectively "losses"), to the extent arising out of or relating to any breach by Dentist/Customer of its representations, warranties, covenants or obligations set forth in this Terms, Conditions, and Warranties document.

Miscellaneous

Young Dental Laboratory shall not be in default of its Terms, Conditions and Warranties for its failure to perform or delay in performance caused by events beyond its reasonable control, including, but not limited to strikes, riots, imposition of laws or governmental orders, fires, acts of God, and inability to obtain equipment. During the occurrence of such events, Young Dental Laboratory shall be excused from performing its duties in conformity with the terms and policies contained herein.

Entire Agreement

If any term or provision of this document, or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, the remainder of the terms and policies, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby, and each term and provision of this document shall be valid and enforced to the fullest extent permitted by law.

The terms and policies contained herein represent all of the agreements, conditions and understandings between Young Dental Laboratory and Dentist/Customer. In the event of a conflict between the terms of this document and any other document, the terms of and conditions of this document shall apply.