

# Remake and Warranty Policy

## Elephant Dental Studio: Professional Standards & Warranty Policy

At Elephant Dental Studio, we are committed to clinical predictability and high-end craftsmanship. To ensure a transparent partnership and the highest quality of care, we have established the following professional standards.

### 1. Final Restorations (Zirconia, e.max, PFM, Implant Crowns)

- **Warranty:** 2 years covering material fracture or laboratory fabrication defects.
- **Scope:** Includes all final single units and superstructures for implant cases.
- **Cementation & Acceptance:** Final cementation (or screw-retained delivery) constitutes clinical acceptance of shade, fit, and design. Any subsequent aesthetic changes are subject to a **50% shared-responsibility fee**.
- **New Records:** If a remake requires a new scan or impression, it is classified as a **50% shared-responsibility remake**.
- **Lifecycle:** After 24 months, restorations are considered to have completed their initial clinical cycle. Any replacement thereafter is treated as a new case (100%).

### 2. Implant Restorations

- **Warranty:** 2 years (laboratory-related structural defects only).
- **Shared Responsibility (50%):** Applies to remakes resulting from incorrect implant identification on the original prescription or minor component mismatches.
- **Exclusions:** Warranty does not cover implant failure, biological changes, screw loosening, or issues arising from non-standard torque protocols.

### 3. All-on-X Restorations (Composite & PMMA)

- **Warranty:** 1 year limited structural warranty.

- **Functional Management:** Chipping or wear related to heavy functional load or parafunction is managed via a shared-risk model.
- **Protocol:** We provide an initial courtesy repair/remake. Should the failure recur, we will initiate a strategic consultation to discuss design or material upgrades (e.g., transitioning to Zirconia) to protect the patient's long-term outcome.

#### 4. Resin-Bonded Restorations (Maryland Bridges)

- **Warranty:** 1 year covering material fracture only.
- **Debonding:** Due to clinical variables, debonding is not covered. Remakes due to debonding are provided at a **50% courtesy fee**.

#### 5. Provisional Restorations (PMMA)

- **Intended Use:** PMMA is a temporary material. Warranty covers fracture within **30 days**.
- **Backup Strategy:** A duplicate backup may be ordered with the original case for a **50% fee**.
- **Remake:** Remakes requested after the 30-day window are subject to a standard remake fee.