

CREDIT POLICY

1. An invoice will be sent with each order, prescription or work authorization filled.
2. A statement will be sent following the end of each month. It will list all invoices charged, payments received, credits issued during the month and balances due from the customer.
3. Any balance, or part of a balance, that is not paid in full within 30 days of a monthly statement will be subject to a service charge of two percent (2%) a month until the balance is paid in full.
4. All returned NSF checks will receive a \$35.00 NSF fee, and the NSF payment will place a CREDIT HOLD on account pending replacement payment with credit card, money order, or cashier's check.
5. All accounts with outstanding balances over sixty (60) days will be placed on COD, and any new work will be shipped COD until the overdue balance is paid in full.
6. All COD customers must have a credit card on file for payment due at completion of fabrication to schedule delivery.
7. All accounts with outstanding balances over ninety (90) days will be placed on CREDIT HOLD. New work will not be fabricated until the overdue balance is paid in full.
8. Any credit balance(s) that may arise must be used for laboratory services within sixty (60) days of the date of the credit balance(s).
9. Mastercard, Visa, Discover and American Express may be used to pay for each invoice or part of, or full balance of a monthly statement.

I/We agree to pay any/all attorney's fees and collection costs if my account is referred for collection. Your signature or transmission indicates personal guarantee of our terms and our warranty/remake policies. If you send us any Digital Rx it is considered a signed formal prescription accepting the same terms as our handwritten Rx's.

WARRANTY POLICY

Fixed restorations produced by Burdette Dental Lab Inc. carry a five-year guarantee on workmanship and materials. Pressed ceramic (i.e. Empress) and alumina core (i.e. Procera) crowns are guaranteed for 12 months on workmanship and materials. Removable prosthetics are guaranteed on workmanship and materials for 12 months. Failure of a restoration due to accident, neglect, abuse, changes in tissue or bone structure, or improper dental hygiene is not covered.

REMAKE POLICY

Burdette Dental Lab will remake crowns, bridges and cast partials, or repair a case at no additional charge, as long as we accept the case you send.