

## **Terms and Conditions**

### **Shipping and Deliveries**

For offices located in the Ann Arbor, Saline and Ypsilanti area, our local driver will pick up and deliver to your office. Offices outside of those areas the cases are shipped via UPS. If Pro-Med is preferred for pick-up, please call Pro-Med to arrange it under our account. If you require a pre-paid UPS label, please call the lab. Shipping expenses are paid for by Nellmar Laboratory.

### **Guarantee**

Nellmar Laboratory, Inc. will offer a guarantee as follows: The completed restoration is guaranteed to (1) be free of defects due to materials and workmanship, (2) fit the provided impression, model or scan, and (3) be fabricated according to the specifications indicated on the prescription form.

Failure due to de-bonding, poor occlusion, and damages resulting from accident, neglect, and abuse are not considered to be the result of inferior workmanship and are thus not covered. If re-prep and /or a new impression become necessary, these are not considered to be the result of inferior lab workmanship and are thus not covered by the warranty. Such cases will be charged 100% for remake.

If you experience any problems with the restorations, return the original dental restoration and submit a prescription or invoice indicating the patient's name.

### **Invoices and Statements**

Invoices are delivered upon completion of each case. Monthly statements are issued at the end of each month. Statements are mailed or emailed to your office.

### **Payment Policy**

Acceptable methods of payment include cash, check, Visa, Mastercard, Discover and American Express.

All outstanding balances are due within 30 days of the statement date, typically on the last business day of the month. Balances not paid within 30 days of the statement date are subject to 2% monthly finance charge, applied monthly. Any accounts 30 days overdue may be put on hold or will receive any further orders C.O.D.

A fee of \$50.00 will be charged for all returned checks.

Should the need for litigation arise for any reason, the losing party shall pay the attorney fees and court cost of both parties.