

1. Remake Policy

Custom Milling Center is proud of the fact that we have a very low percentage of remakes. All dental appliances are made custom. Unfortunately, we do not offer refunds or credits for cases that do not qualify per our remake policy.

Remake requests must be made within 30 days of the invoice date, unless the item is under warranty. Cases that require a new impression, shade change, or finished do not qualify for a free remake.

Unit(s) that are to be remade need to be sent back to Custom Milling Center at the cost of the laboratory. The laboratory must include the original restoration in the return.

Unit(s) that have been improperly ground on or finished by customer may become compromised and will not be remade for free.

Please review our policies below and thank you for your understanding and business.

2. For digital design files (STL)

We will remake a case for which we are sent a digital file if the following criteria are met:

- The design file provided by the customer meets the design and fit requirements for the material (e.g. minimum thickness posterior 0.5mm, minimum thickness anterior 0.4mm, connector size, cement gap indication).
- We will remake the case at no additional charge:
 1. The unit breaks or
 2. We fail to match the prescribed shade
- Units that have been improperly ground on or finished by customer may become compromised and will not be remade for free.
- Units that are to be remade must be sent back to Custom Milling Center with the original die from model.

QMS-08: Remake Policy

Rev. B



3. For cases which physical model is provided by the laboratory

We will remake a case for which we are sent the physical model if the following criteria are met:

- We will remake the case at no additional charge:
 1. The unit breaks or
 2. We fail to match the prescribed shade
 3. The unit does not fit
- Unit(s) that have been improperly ground on or finished by customer may become compromised and will not be remade for free
- Units that are to be remade must be sent back to Custom Milling Center

4. Custom Milling Center offers remakes at no charge for cases according to the above terms. Custom Milling Center does not offer refunds or credits.

If you are concerned about how we will design a particular case, you may always request a design review on your work order. We will send screen shots of your design so that you can approve or request changes before the case is fabricated.

5. Revision History

Rev	Reason for change	Originator	ECR #	Release date
B	Updated to a controlled document	J. Koolstra	E19-063	09 DEC 2019

6. Document Approvals

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