



VTA DENTAL LAB TERMS AND CONDITIONS

1. PAYMENT TERMS

All accounts are payable within 30 days of statement date. Accounts not paid within the stated terms will be subject to COD status and a late charge of 3 percent of the unpaid balance. Seller represents and warrants that the prices for Products and Work set forth on the invoice will specify whether items listed therein are taxable.

Term 3% Monthly Service Charge Over 30 Days of Statement Date.

Customer agrees to pay the full cost of collection plus attorney fees and court costs.

2. SHIPPING

Our turnaround time is 10 working days (Exceptions: Pending case planning from dentist, implant cases, areas of Hawaii and Alaska). Call for more information.

3. ARBITRATION

The Buyer and Seller agree to waive all rights to a jury trial for any issue arising from this Agreement. The parties agree that the arbitration will be conducted in accordance with the rules of the American Arbitration Association's rules for commercial arbitration in effect at the time, and the arbitration will be conducted in Orange County, California. Cost of arbitration will be split equally by the parties, and each party shall pay its own attorney fees, except that the prevailing party will be entitled to recover its reasonable attorney fees from the other party. The parties agree to execute any further documents and take any necessary actions to initiate arbitration.



REDO AND CREDIT CASE POLICIES

Redo no charge:

- Open margin, fractured or broken porcelain or unfitted will be redone at no charge.
- Removable product which is rifted or broken within 3 months.

Note: All cases with the above condition will be redo for free if customers send back the old crown, denture (product).

Redo & charge, no credit:

- Customers do not send back our old products.
- Customers change design (shade, instruction, fabricate...)
- Customers provide the models to VTA, which is already with trimmed die/margin on the old case.
- Cases with note "UNCLEARED MARGIN –NO WARRANTY"; that doctors agreed to proceed even knowing that the margin/ impression is not cleared for technicians to warranty the output.
- Removable product which is rifted or broken after three (3) months.

Credit cases:

- The case will be credited only when the original product (full model + crown/denture) returned due to unfit/ broken and doctor hesitates to remake it. The credit invoice will be made at the end of the month.

If you have any further question, please do not hesitate to contact us!