

VTS Dental Lab Pty Ltd - Remake Policy

Remakes are free of charge if VTS is at fault and will be prioritised.

Failure to provide all components of the original case back will result in a full charge of the item.

We require all items to be returned in order to assess the case and why there is an issue with the product, this includes but is not limited to the Model and the prosthetic.

If a Remake is cancelled by the client the full charge of the original prosthetic will still be charged in full.

All remakes must be submitted with a reason for remake and must be approved by a manager and technician prior to commencement. Customer Care representatives can only advise ETAs once the case has arrived, been approved and commenced production.

Remakes will be charged in full if we contact you in regards to the design, die, margin, bite or impression for a case and you decline recommendation, approve and or ask us to proceed.

Delivery fees may apply for any remakes that client is liable for.

Any remakes due to misinformation or incomplete data will be billed to the client for example, shade change, incorrect bite provided or wrong tooth written on a request.

If requested a new scan or impression, bite registration will need to be provided.

Clients will be billed for remakes/adjustments if the original prosthetic fits the original model or if the operator changes (or adds to) the instructions, item, material, design, shade, a new impression, prep or directly adjacent and occluding teeth are altered.

When requesting Design Approvals; Once you approve the design you will be liable for any changes or additions after the design has been approved.

Cobalt Chrome Framework needs to be accompanied by a design request and approval in order to qualify for VTS remake liability.

Chrome Cobalt Framework and Acrylic processing needs to have a set up stage in order to qualify for remake, direct finish on Cobalt Chrome Framework is not advised and remakes will not be covered by VTS.

First denture setup retry is free, second charged at 50% and if any further required full price will be charged each time.

If you request "No Model" in order to save costs we are unable to assess fit accurately and will not accept liability for any items provided with this request..

Remake requests must be submitted in writing to info@vtsdental.com.au for approval with all supporting information. Customer care, Technicians and accounts team will not be able to waive invoices or discuss cases with you until the request is submitted via email and the case is returned in full.

All remake cases are reviewed by a manager and technician to assess why there is a problem, once the issue has been identified an answer will be provided by email.

Any remake that is submitted will be charged in full if this process is not adhered to.