

WARRANTY

We are 100% accountable for our work and are fully committed to helping you grow your business by meeting your patients' needs.

PRODUCT WARRANTIES

FIXED RESTORATIVE PRODUCTS- Pro-Rated Warranty from date of purchase

- 100% Replacement if product fails within 3 years under normal use.
- 50% Credit if product fails in years 4 and 5 under normal use.

REMOVABLE PRODUCTS- Partials and Dentures

- 12 months from the date of purchase

NTI-tss PLUS™/THERMO-GUARD™/ACRYLIC NIGHT GUARD/TAP®

- 12 months from the date of purchase

COMFORT H/S BITE SPLIT™ and EMA® CUSTOM

- 6 months from the date of purchase

ALL REPAIRS & FIXED TEMPORARY USE PRODUCTS (Temporaries, Diagnostic Wax-Ups and other miscellaneous fixed products)

- No warranty - these services do not fall under our warranty policy. Please call for further clarification.

During the warranty period Stern Empire will take the following steps:

- Remake or repair the original product, with cost to the customer described in the product warranty.
- Replace the defective product with a different product of equal value. If the replacement product is a greater value, the customer will be charged for the difference.

The guarantee is for the original Doctor and Patient and cannot be transferred to another Doctor.

If the customer is notified by Stern Empire of a technical problem that may prevent a successful case, the warranty will be altered. Notification of this risk will be communicated to the customer by our technical communications team in advance and kept on file.

Effective 11/2014

