



Crown Creations Inc.

Warranty & Remake Policy

Crown Creations **5 year manufacturers warranty** provides partners peace of mind and quality assurance. This warranty is standard on every fixed restoration for our active partners.

Base requirements:

1. **The previous restoration should be returned to the lab, even if broken.**
2. **An explanation regarding “why” or “how” a specific restoration needs to be adjusted or remake. (This will ensure that the final restorations meets/exceeds doctor and patient expectations)**

No Charge Remake:

- Replacement of broken/fractured restorations within five years of original manufacturing date

When a 50% Remake charge will be applied:

- If the original crown is NOT returned with case items, even if broken.
- If NO explanation is given in regards to why a restoration must be adjusted or remake
- If the prep has been altered in any way
- If a patient swallows a restoration and a new one must be fabricated
- If a restoration is cemented and needs to be re-fabricated due to open margin, contacts, or shade
- If replacement is needed due to lake of stump shade

Voided Warranty

- If root canal is needed under an existing crown

*If we believe that insufficient information has been provided with a remake request and the Dentist/practice has been contacted without reply, a “No Warranty” restoration will be fabricated and invoiced in full. A note will be included on the invoice.

Standing behind high quality restorations since 1996

Home of the “No Seat Crown”

CROWN CREATIONS INC.

1015 NW Adams Street, Suite 200, McMinnville, OR. 97128 503.435.1119

Complementary Services - Designed To Save You Chair Time

We believe that your time is precious. Our goal is to create restorations that require minimal (if any) adjustments for seating. We want your patients to love the look and feel of any restoration that we create.

Active partners receive the below services as a standard with every restoration:

- Margin and contact adjustments, if not cemented
- Shade adjustments, including custom shade matching appointments - if not cemented
- Multiple ways to ensure proper restoration shade
 - Send photos with **shade tab** by email to: shades4crowns@gmail.com
 - Send photos with **shade tab** through your customer portal on LabStar
 - Custom shade appointments
- Quality control triple check on interproximal contacts, occlusion, sealed margins, and shade.
- Doctor standard preferences printed on every lab work ticket. This allows each of our technicians to view your preferences, every time, so that they can fabricate to your ideal. Tell us what you like and expect!

Money saving choices

- Choose your preferred alloy on PFM and gold restorations. When it comes to taking more control over your restorations and their price point, you have a choice. Ask us about your alloy options.
- Complimentary custom shade match appointments scheduled at our lab.
- Custom shade appointments are also available chairside. *subject to custom shade fee.

Embracing Technology

With the increasing integration of intra oral prep scanning in the dental industry, Crown Creations is proud to offer digital case acceptance for all restorations and on all platforms. From removable prosthetics, to full arch implant restorations, we have you covered. Our design team has experience with all leading digital platforms and the knowhow to integrate new software into their portfolios.

Current Platforms

- 3Shape Communicate design@crown-creations.com
- Sirona Connect design@crown-creations.com
- Meditlink design@crown-creations.com
- Carestream design@crown-creations.com
- Itero design@crown-creations.com
- Planmeca design@crown-creations.com
- All other platforms are available - Just let us know what your preferences are!