

Remake Policy

All restorations are under warranty, against failure, for 5 years from delivery date on active accounts with Newell Ceramic Art inc. Inactive accounts are warranted for one year from delivery date.

*No warranty on reduced priced restorations or pro bono work.

*No warranty if the patient isn't properly fit with a temporary while restoration is made.

*No warranty if patient is in a temporary for more than 60 days.

*No warranty if patient has a whitening procedure after a shade is given to Newell Ceramic Art

*No warranty on crown if access was made for root canal therapy.

*No warranty on crowns if cemented temporarily.

*All warranties are considered on a case by case basis.

If you have concerns regarding these warranty requirements, please contact Eric at (423) 320-2552

Billing & Payment

A credit card is required to be on file for all accounts. A credit card authorization form will be provided to you. A monthly statement will be sent at month end. All cases will include an invoice upon delivery. An invoice and statement can be sent via e-mail upon request. Payment is

expected by the close of business on the 15th of every month. We accept checks, Visa, MasterCard, and American Express. If your payment is not received by the 15th, your credit card on file will be processed for the statement balance unless prior arrangements have been made.

Case Delivery & Pick Up

A member of our team will pick up local cases. Just call (423) 320-2552 when your cases are ready for pick-up. If you need to mail a case, Newell Ceramic Art inc. pays all shipping. Please call if you need shipping supplies and Newell Ceramic Art inc. can help provide boxes and labels for you or call FedEx at #1-800- Go FedEx.

Disinfecting: in compliance with OSHA standards, we ask that you please disinfect all impressions before shipping and pickups.

