

enCore is proud to offer a 3 year warranty on fixed restorations and a 1 year warranty for dentures and partials against defects in materials and craftsmanship. For dentures, no remake or warranty applies unless the case was fabricated together with a wax try in.

Remake Policy

enCore will repair or replace restorations at no charge except under the following circumstances:

1. A change to the original prescription (change includes but not limited to change in material or design)
2. enCore previously requested a new impression from the Dentist for reasons including but not limited to questionable accuracy of the impression, die and/or margin but was instructed to proceed with the case.
3. If enCore requests a try in but dentist instructs enCore to proceed without a try in.
4. Repairs made to any restoration not previously made by enCore
5. Any case cancellations after fabrication has started. Fabrication starts the day enCore receives the case.
6. If the original restoration is being used as a temporary or for any other purpose while a new restoration is being fabricated. All remakes/repairs must be returned with the original restoration, original models and/or impression.

enCore Laboratory does not issue cash refunds for any completed work. A credit may be issued to the dentist's account if the case does not meet standards of quality.

Limitation of Liability

enCore Laboratory shall bear no obligation to repair or replace defective restorations caused in whole or part by external sources including but not limited to shipment, environment, improper use and/or use in conjunction with other goods. enCore Laboratory shall not be liable to any customer or other third party for any loss, damage or injury which results from the use or application of any goods delivered to a customer by enCore Dental. enCore Dental shall not be liable for any indirect, special, incidental, or consequential damages, including but not limited to costs associated with removal or insertion of the case. Incidental damages such as inconvenience, lost chair time, or pain and suffering are not covered. Customer hereby expressly waives any and all claims against enCore Laboratory for any damages or third-party claims other than those set forth explicitly herein with respect to repair and Replacement.

All disputes shall be governed by California state law with Santa Ana, CA being the exclusive venue for any such disputes.

Billing Terms

All invoices are due within 30 days of the statement date for customers qualifying for monthly billing terms. For customers on credit card or COD terms, payment is due prior to case shipment. An invoice will be included with every case. A statement will be sent following the end of the billing month. Any credits issued must be used within sixty (60) days of the credit date. Accepted forms of payment include check, wire transfer, Paypal, Master Card, Visa, and American Express. Any past due invoices will be subject to a service charge of two percent (2%) per month until the past due balance is paid in full. Customer agrees to pay reasonable collections costs and/or attorney fees if customer's account is referred to collection.

Prices are subject to change without notice.