

Product Warranty

The following product warranty policy applies to all dental restorations fabricated by Cusp at its Malden, Massachusetts facility.

Re-fabrication at No Charge:

Cusp will re-fabricate a restoration if the invoice for the original restoration has been paid in full and the customer is not delinquent on any payments due to Cusp;

The original restoration must be returned to Cusp with a request for re-fabrication within one year of the invoice date;

The restoration will be re-fabricated by Cusp at no charge, provided that the re-fabricated restoration does not require more material than the original. In the event that the re-fabrication requires more material (e.g., alloys, precious metals) than the original, a charge for the additional material will be imposed.

Re-fabrication at Half Price:

Cusp will re-fabricate a restoration if the invoice for the original restoration has been paid in full and the customer is not delinquent on any payments due to Cusp;

The original restoration must be returned to Cusp with a request for re-fabrication after more than one year but within five years of the invoice date;

The restoration will be re-fabricated by Cusp at half price (based upon the price for the restoration at the time of re-fabrication) provided that the re-fabricated restoration does not require more material than the original. In the event that the re-fabrication requires more material (e.g., alloys, precious metals) than the original, a charge for the additional material will be imposed in addition to the half price charge.

Subsequent Re-fabrication:

If a re-fabrication is returned within three months of the shipping date, the re-fabrication has been paid for (if applicable) and the customer is not delinquent on any payments due to Cusp, Cusp will re-fabricate the restoration at no charge.

Refunds:

It is Cusp's policy not to provide refunds. However, in certain circumstances, at its sole discretion, Cusp may provide a refund of all or a portion of the purchase price. In no circumstance shall a refund be provided if the restoration is returned more than one year after the invoice date.

General Policy:

Cusp shall apply this warranty policy in good faith in an effort to assist dentists and their patients with achieving optimum results. In turn, Cusp requires customers to operate with the same good faith in utilizing this warranty.