

Remake Policy



YG Dental Technique has a very low percentage of remakes. All dental appliances are made custom. Unfortunately, we do not offer refunds or credits for cases that do not qualify per our remake policy.

Remake requests must be made within 30 days of the invoice date, unless the item is under warranty.

Cases that require a new impression, shade change, or finish do not qualify for a free remake.

If a remake is requested after the lab deemed the provided case materials incomplete and/or unsatisfactory and customer elects to proceed with the completion of the case without making any adjustment, refuses a try-in, or does not supply requested materials.

Unit(s) that are to be remade need to be sent back to YG Dental with the original restoration in the return.

Unit(s) that have been improperly ground on or finished by customer may become compromised and will not be remade for free.

For digital design files (STL) – We will remake a case for which we are sent a digital file if the following criteria are met:

- The design file provided by the customer meets the design and fit requirements for the material (e.g. minimum thickness posterior 0.5mm, minimum thickness anterior 0.4mm, connector size, cement gap indication).
- We will remake the case at no additional charge:
 1. The unit breaks or
 2. We fail to match the prescribed shade
- Units that have been improperly ground on or finished by customer may become compromised and will not be remade for free.

YG Dental does not offer refunds or credits. If you are concerned about how we will design a particular case, you may always request a design review on your work order. We will send screen shots of your design so that you can approve or request changes before the case is fabricated.