



GPS Digital RPD – Warranty & Remake Policy

At GPS Digital RPD, our goal is to deliver the highest quality removable prosthetics with precision and consistency. Every case is digitally designed, verified, and quality checked before shipment. To ensure clarity and fairness, the following warranty and remake policy applies to all products.

1. Warranty Coverage

- All metal frameworks and flexible partials are covered by an individual warranty. Please refer to the warranty card included with your product for the specific coverage period.
 - Coverage applies only to manufacturing defects or material failure under normal use.
 - Adjustments or repairs due to design changes, clinician modifications, or patient misuse are **not covered** under warranty.
 - If a verified manufacturing or material defect is confirmed, GPS Digital RPD will **remake the case at no charge**.
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2. Remakes & Re-Submissions

A remake may be requested when a fit or design issue occurs. To qualify for a remake:

- The **original files** (scans, models, and design) must be used.
- The **original restoration** must be returned, or photos provided showing the issue.
- A clear explanation of the issue must accompany the request.

If a **new scan or new impression** is submitted (for example, due to changes in the mouth or a new model being taken), this will be treated as a **new case**, and a **50% remake charge** will apply.

3. Exclusions

No-charge remakes or warranties do **not** apply in the following situations:

- Poor or incomplete scans, distorted impressions, or inaccurate bites.
- Design or material changes requested after production.
- Cases fabricated from outdated or incorrect scans/models.
- Damage caused by improper patient care or handling.
- Esthetic adjustments or shade changes requested after delivery.

4. Time Limit

All remake or warranty claims must be submitted **within the time frame stated on the product's warranty card** or within the stated warranty period from the **invoice date**. After that period, the full remake fee may apply.

5. Turnaround

Warranty or remake cases will follow standard turnaround times unless otherwise approved.