

Standard Warranty and Disclaimer

Notice: New warranty guidelines effective 3/01/11.

NorthStar Orthodontics, Inc. guarantees that appliances will be properly constructed to your prescription and preference on file and will fit the working model provided or model created from provided impression. Refer to NorthStar's 'Bite Registration and Models Required for Full Warranty' guide for Warranty requirements prior to initial fabrication.

Returns will be reviewed for warranty coverage if the appliance is less than 60 days from its billed date.

Due to factors out of our control such as distorted models or impressions, NorthStar can only guarantee our fabrication technique and the materials used. Therefore our warranty is contingent upon an evaluation completed by NorthStar based upon the following criteria...

- Receipt of broken or defective appliance with original model. Any appliance that is returned without the original model will not be covered.
- Assessment of defective material.
- Assessment of defects in workmanship.

If a new appliance is ordered within the 60 days and the original appliance is being worn by the patient until the new one arrives, there will be a full charge for the replacement appliance. Upon return of the original appliance and the original working model(s) NorthStar will evaluate the case and issue a credit memo in the amount determined to be under warranty.

NorthStar shall not be liable for any defects that are caused by neglect, misuse, or mistreatment of its products by any third party, or any product that has been altered or modified in any way by an entity other than NorthStar.

If any appliance fails to conform to the warranty set forth above, NorthStar's sole liability shall be, (i) to repair or replace the product; or (ii) credit Doctor's account for the product.

Repaired products shall be warranted for the remainder of the original warranty period. Replaced products shall be warranted for a new full warranty period.

NOTE: This warranty does not apply to Star Aligners or Jump Start appliances.

