

Terms and Policies

All accounts are due and payable upon receipt of each monthly statement. Unpaid balances of 30 days will be charged an additional 2.5% each month of 30% per year. All accounts also agree to pay all attorney's fees, court costs, collections and all other expenses which may be incurred in collection of past due balances or insufficient fund checks as permitted by law.

Remake Policy

ADL Laboratory, Inc. believes in the "team approach" in treating the dental patient—open communication and participation between the dental professional and the ADL technical team. The "team approach" ensures that your patient receives the finest restoration possible, fabricated to your specifications.

Should it become necessary to remake a case, ADL also supports the "team approach" to quickly and efficiently remedy the problem. Therefore, ADL will gladly remake the appliance at no charge within 90 days following delivery of the appliance when the error has been made by the ADL technical staff. However when the error is questionable (e.g. prosthetic fits the model but not the mouth) we reserve the right to split the laboratory fee with the dentist. In the event the dentist has been contacted by the ADL technical staff and advised of a possible complication (e.g. inaccurate impression) and the dentist authorizes the work to be completed, the dentist then assumes all responsibility for the lab fee.

Kentucky Statute 313.247

Laboratory Procedure Work Order for Dental Laboratory Work Exception

No dentist shall use the services of any person not licensed to practice dentistry in this state to construct, alter, repair or duplicate any denture, plate, bridge, splint, orthodontic or prosthetic appliance, without first furnishing such unlicensed person a written laboratory procedure work order on forms prescribed by the board. Such unlicensed person shall retain the original laboratory procedure work order, and the dentist shall retain a duplicate copy for two (2) years from the date thereof. All such laboratory procedure work orders required by this subsection shall be open for inspection by the board.