

Return and Refund Policy

Effective Date: 01-01-2025

Thank you for shopping with Dr Dentures Dental Lab. We strive to ensure your satisfaction with every purchase. If you are not entirely satisfied with your purchase, we're here to help. Below is our return and refund policy, which applies to all items purchased through our website.

1. Return Eligibility

- You have **30 calendar days** from the date of receiving appliance to request a return.
- To be eligible for a return, the item must be:
 - In the same condition as when you received it.
 - Accompanied by the original receipt or proof of purchase.

2. How to Initiate a Return

To initiate a return:

1. Contact our customer service team at michele@dr-dentures.com or 888-553-7336.
2. Provide your order number, item details, and reason for the return.
3. Our team will guide you through the next steps and provide a return shipping label if applicable.

4. Return Shipping

- Customers are responsible for the cost of return shipping unless the item is defective, damaged, or incorrect.
- We recommend using a trackable shipping service or purchasing shipping insurance. We cannot guarantee receipt of your returned item without proof of delivery.

5. Refunds

- Once we receive and inspect your return, we will notify you of the approval or rejection of your refund.

- If approved, refunds will be processed within **7-10 business days** and automatically applied to your original payment method.
- Shipping fees (if applicable) are non-refundable.

6. Exchanges

- We only replace items if they are defective or damaged during shipping. If this happens, please contact us at michele@dr-dentures.com or 888-553-7336 and we will send you a return label and new impression materials.

7. Late or Missing Refunds

- If you haven't received a refund after 10 business days:
 - Check your bank account.
 - Contact your credit card company, as it may take some time for the refund to officially post.
 - Reach out to your bank for further assistance.
 - If you've done all of the above and still have not received your refund, please contact us at michele@dr-dentures.com or call 888-553-7336.
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Contact Us

If you have any questions or need further assistance, please contact our customer service team:

- Email: michele@dr-dentures.com
- Phone: 888-553-7336
- Address: 2911 McGavock Pike, Nashville, Tn. 37214

Thank you for choosing Dr Dentures Dental Lab. We appreciate your business and are committed to ensuring your satisfaction!