



EXECUTIVE POLICY GUIDE

Artisan Policies Guide

A one-page reference for remakes, warranties, frames, shipping, specialty work, and support.

SHIPPING RATES

Next Day Air: \$4

2 Day Shipping: \$16

01 AR & Scratch Warranty

AR treatment warranties vary by brand, with most premium treatments supported for 2 years, 2 times. Scratch coating support includes factory and Diamond Defense terms.

02 Doctor Redo & Non-Adapt

Eligible patient non-adaptable changes within the first year are accommodated 1 time at no charge. Higher priced upgrades are credited and reinvoiced.

03 Lab Error Remake Process

Lab error remakes are processed at no charge with valid reason within 30 days from ship date. Returns may be requested for inspection and quality control.

04 Frame Policies

Frame replacement requires a frame manifest. Patient-owned frames are processed at practice risk, especially orders older than 30 days.

05 Shipping & Fulfillment

Inbound shipping is complimentary. Outbound rates are Next Day Air at \$4 and 2 Day Shipping at \$16. Method is determined by job flow and delivery needs.

06 Specialty & Outsourced Jobs

Specialty work may follow separate pricing, timing, and partner lab requirements. Customer service will confirm cost and lead time before proceeding.

07 Canceled Orders

Orders already started are charged as uncut. Orders not yet started are not charged.

08 Multiple Pair Program

Additional pairs purchased within 30 days may be eligible for 50% off the lesser invoice when requirements are met.

09 Account & Confidentiality

Pricing and policy tools are for authorized partners only. Practices are responsible for keeping credentials and confidential terms protected.

SUPPORT

customerservice@artisanlabnetwork.com

Use this one-page guide as a quick reference. Final credit approval is subject to lab review, vendor terms, specialty requirements, and product-specific customer service guidance.