5.05.17

Dear Doctor,

Providing the ultimate customer experience is a fundamental principal at Robertson Dental Lab. Each day, a team of dedicated CDT’s and technicians collaborate, plan and create dental restorations of the finest quality.

In the spirit of building upon our ultimate customer service concept, we are excited to offer Robertson Dental lab’s **“YOU CHOOSE THE AMOUNT”** remake policy. Robertson Dental Lab gives you the ultimate say in remake charges.

**Here’s how it works:**

1. A case is returned to the Robertson Dental Lab to be remade.
2. We will complete the case and return it to you with a full charge invoice.
3. YOU CHOOSE the appropriate percentage you want refunded, write it on the form and return the form to the lab.
4. We will credit from 0 to 100% based on what you choose.

The “you-choose” form helps us track, understand, and reduce remakes. To quickly process the “you choose” credit form, please return it to us within 30 days of the invoice date.

Robertson Dental lab takes the concept of the ultimate customer experience to heart. We appreciate the confidence you show by working with us. Please call Mike or Will with any question you may have. It’s our Job to make your Job as easy as possible!

Continued good success,



Mike Robertson

Robertson Dental Lab

(800) 585-3111