

# Argen Return Policy Summary

USA

**RMA:** Return Materials Authorization – Code given at the time a return is requested either online through the Argen.com return process or verbally by our support team.

**LPP:** Last Price Paid – Dollar amount the customer last paid for this particular item number.

**DOR:** Date Of Receipt – Dollar value of the item number the date the return was received at Argen.

## Return Policy

Time Period	Product	Refund Amount	Return Packaging
180 days	Alloy - Precious	Lower of LPP or DOR; 10% restocking fee	Return must come in unopened original packaging
	Alloy - Non Precious	LPP; 20% restocking fee	
	Gold and Platinum Coins	DOR London Fix; \$25 restocking fee	
	Silver Coins	LPP; \$25 restocking fee	
90 days	Discs – Argen Label	LPP; 10% restocking fee	
	Liquids	LPP; 10% restocking fee (\$5 minimum)	
	Implant Parts	LPP; 10% restocking fee (\$5 minimum)	
30 days	Digital	LPP	Return must come in original packaging
	Aligners	LPP	
	Custom Abutments	LPP	
Non-refundable	Discs – Not Argen Label	Not available	
	Software	Not available	
	Equipment	Not available	
	Equipment Accessories	Not available	

## General Policy Information

- An RMA must be included with all returns
- Cost of return shipping is covered by the customer
- If return is postmarked within five business days there is no restocking fee and customer refunded at LPP
- Returned item must be an active SKU
- Argen IS warranty still applies, see link for details - [argen.com/abutmentwarranty.pdf](https://argen.com/abutmentwarranty.pdf)

**Note:** This documentation serves as a high-level overview of Argen's return policy.

The Argen Corporation

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# Argen Return Policy Summary

## International

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