

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
180 days	Alloy - Precious	Lower of LPP or DOR; 10% restocking fee
	Alloy - Non Precious	LPP; 20% restocking fee
	Coins	DOR London Fix; \$25 restocking fee
90 days	Discs	LPP; 10% restocking fee
	Liquids	LPP; 10% restocking fee (\$5 minimum)
	Implant Parts	LPP; 10% restocking fee (\$5 minimum)
30 days	Digital	LPP
	Aligners	LPP
	Custom Abutments	LPP
Non-refundable	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 Argen
- Return must come in original packaging
- 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

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

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