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GUARANTEE ON CAD/CAM WORK SHIPMENTS

The commitment of New Ancorvis to a high level of service and the continuous enhancement of its performance has led us to carry out a comprehensive review of our production workflows and to rethink certain production stages, which are now being re-designed around ever-greater process automation.

Thanks to these significant improvements to our production chain, we are confident in guaranteeing delivery of your CAD/CAM work to the carrier within the agreed timeframes.

Whenever our system identifies production and/or quality-testing issues that cause a delay beyond the timelines specified when the order was placed on our "naloading" platform, we will automatically apply a 10 % discount to the invoice for the delayed work.

In the event that an order includes multiple processes and one of them is delayed due to production or testing issues, the 'Satisfaction or Your Money Back' guarantee will apply exclusively to the delayed process. The remaining processes will be fulfilled according to the scheduled timelines.

This guarantee does not cover delays resulting from:

the submission of incorrect files,

the use of the wrong libraries,

delays in project approval,

force majeure events (e.g. strikes, natural disasters, pandemics, etc.).

New Ancorvis

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