

Direct Business Returns for the USA and Canada (Implants, Endodontics, Orthodontics, Lab)

We accept products for return that fulfill the following criteria:

- The return is initiated within 90 days of purchase (invoice date).
- The product(s) has a minimum of fourteen (14) months of shelf-life, eighteen (18) months for Regenerative products, remaining.
- Items have been bought from Dentsply Sirona directly.
- Items must be in their original undamaged, unmarked and unopened packaging with factory seals intact.
- Customized products, hazmat, discontinued, and items bought with DS Loyalty points ([One DS T&Cs](#)) are not eligible for return.
- For Implants customers: We accept products for exchange beyond 90 days, provided the returned product meets the criteria above and is offset by an order of equal value within the same product category.
- For items bought in a promotion special conditions apply, please check the T&Cs of the promotions.
- For our SureSmile products, please check the T&Cs in your SureSmileU account.
- For items bought from our dealer partners, please check their return instructions.

When returning an item:

- Please acquire an authorization number (RMA) from our Customer Service ([Customer Support Contact](#)). Products without an RMA cannot be accepted for return.
- RMAs are valid for 90 days. Please ensure that all products are returned within this period.
- If you would like to return a defective product or make a product complaint, please fill out this form ([Product Issue And Request Form](#)) or contact Customer Service directly.
- Return shipping charges will be paid by Dentsply Sirona. Dentsply Sirona will provide a shipping label to use. The method of shipping will be ground.
- Net price will be used for valuation of return amount.

When shipping the return:

- Only return the goods that have been registered for your return. Please also check that the correct lot number is returned. We cannot accept other items for return.
- Use the shipment label provided by DS and an appropriate shipping carton to prevent damage during shipment.
- Do not give return items to your local sales contact.