

General Terms & Conditions of Trading

- 1: Appliances are constructed according to the specification prescribed on the laboratory work ticket. The laboratory bears no responsibility regarding the suitability of the specification.
- 2: By fitting the appliance, the client accepts that the laboratory has produced the appliance according to the specification and satisfaction of the client.
- 3: The client is responsible for any additional costs or charges incurred through changing instructions or delivery dates after the work has been accepted by the laboratory.
- 4: The laboratory will only consider claims for remakes at the concessionary re-make rate within 30 days of the delivery date.
- 5: The laboratory reserves the right to charge for the remaking of an appliance.
- 6: The laboratory will charge for fast-track services for laboratory cases where the delivery date is less than the normal turnaround times for those services.
- 7: The laboratory endeavours to interpret and follow the client's instructions correctly. If however a mistake is made, the laboratory will rectify the situation free of charge as quickly as production techniques allow. The laboratory will not compensate the dentists' fees, consequent losses or expenses of any kind.
- 8: The laboratory endeavours to deliver work on the delivery date specified by the client, please allow 1 day prior to the patient's appointment for return date. If however for any reason this has not been possible the laboratory will not compensate the dentists fees, consequent losses or expenses of any kind.
- 9: The company reserves the right to apply an account surcharge to overdue accounts at the rate of 3% above base rate which will be applied to the total amount outstanding including any previous surcharges.
- 10: All accounts should be settled on a monthly account basis. Terms 30 days nett.
- 11: All items supplied remain the property of the laboratory until payment in full is received.
- 12: No claims for credit will be considered more than 21 days after the date of invoice.
- 13: All prices are in £ sterling and are subject to alteration without prior notice