

# Terms and Conditions

- Prices are subject to alteration. Wherever possible advance notice will be given.
- All accounts are strictly net and must be settled within 28 days following month of invoice.
- Interest will be charged at 2.5% per month on all accounts not settled within 28 days following month of invoice.
- All attachments, implants and teeth ordered on your behalf are charged at manufacturer's rates plus a 20% handling fee. You are welcome to supply your own attachments, implants and teeth for your cases or enable us to order on your account.
- We reserve the right to refuse a guarantee where we believe that the restoration will not last the guarantee period due to its particular circumstances.
- To validate the guarantee all of the conditions must be met, the Guarantee Card returned with the case and full details of the problem supplied on our remake form. The guarantee is against faulty product only and excludes incorrect fitting, prescription or misuse.
- In the event of excess work loads it may be necessary to increase the number of working days in the laboratory and your understanding is appreciated.
- We undertake to provide quality restorations to your specification using our ISO. 9001 and DAMAS systems. However, by fitting the restoration you acknowledge the product is of a quality that meets the criteria to satisfy your patient.
- A local collection and delivery service is available. We also supply pre-paid labels that cover UK mainland first class postal services.