

1. Payment Terms

- Payment is due within 30 days of the invoice date via bank transfer or card payment. Late payments will result in a formal written warning.
- The laboratory reserves the right to withhold goods and charge interest on payments exceeding 90 days. If payment remains unpaid after written communication, we may engage a third party to recover the owed amount.

2. Impression Requirements

- All impressions must be cleaned, disinfected, free from blood, and without cotton wool or retention cord. Cases not meeting these standards may be returned with a surcharge.
- It is the responsibility of the dental clinic to use the appropriate disinfectant, following the manufacturer's instructions for effective decontamination. As required by best practices outlined in MHRA guidance, each impression must be clearly labelled with the date of disinfection, as well as the signature of the responsible clinician/staff member. This is to certify that the appropriate infection control measures have been undertaken before dispatching to the laboratory.
- Impressions should be checked for accuracy before submission. Unfit impressions may incur a surcharge, even if no product is produced. If the lab proceeds at the client's request, no guarantee will be provided for that work.

3. Responsibility for Sterilization

- Completed lab work is not sterile. It is the responsibility of the dental practice to sterilize all lab work before patient use.

4. Packaging Guidelines

- Do not send lab work with excess water in bags containing impressions. Cases with 'wet docket' will be returned due to health and safety concerns.

5. Prescription Instructions

- Clients must provide accurate and thorough prescription instructions. For private cases, additional information, such as photos and pre-operative details, is preferred.
- The laboratory constructs restorations based on the specifications provided. We are not responsible for the suitability of these specifications or any omissions that result in unsuitable restorations.

6. Dentist Responsibilities

- The dentist is fully responsible for prescribing suitable materials and ensuring all information on the prescription is complete. Failure to provide full details may lead to errors, for which the laboratory will not compensate.

7. Error Rectification

- The laboratory strives to adhere to client instructions accurately. If an error occurs on our behalf, we will correct it at no extra cost, as quickly as production allows. However, we do not compensate for any associated costs.

8. Cancellation Policy

- Cancellations may incur charges depending on the progress of the manufacturing process, including costs for model work and shipping.

9. Acceptance of Work

- By fitting lab work, the client confirms that it meets their satisfaction and accepts full payment responsibility.

10. Guarantee and Remakes

- If a product proves defective under normal use, a replacement will be provided free of charge, subject to evaluation and within two weeks of the invoice date. Guarantees may extend to one year with appropriate conditions.
- The guarantee does not cover defects due to incorrect prescriptions, fitting issues, lack of annual dental check-ups, or damage from physical trauma. If manufacturing proceeds despite known risks, full payment is expected.

11. Expedited Services

- An express charge may apply for cases requiring faster delivery than the standard turnaround time.

12. Shipping and Delivery Charges

- Additional postal/delivery charges may apply for remakes, new impressions, or low-value cases. We aim to dispatch work by the date specified on the lab docket; however, should any delays occur, we will deliver as soon as possible.

13. Limitation of Liability

- The laboratory will not compensate for dentist fees, consequential losses, or other expenses arising from the services provided.