

## Terms and Conditions of Business

The following terms and conditions shall apply to all trading between DentureTech Laboratory Limited, Registered in England and Wales No 10424891. Registered Office 62 Park Road West, Bedford, MK41 7RP and the dentist/surgery/client requesting custom made dental appliances (products, work etc.) The dental patient is not considered party to the agreement between client and DentureTech Laboratory Limited. DentureTech Laboratory Limited will also be referred to as 'DentureTech or DentureTech Laboratory' within this document.

### Guarantee Periods

Where possible we offer a guarantee with our custom made dental appliances, this ensures that you can be as confident in our work as we are safe in the knowledge that market leading products have been used in the manufacturing process and a strict quality control process adhered to throughout.

### Appliance Guarantee Period

NHS Denture	1 Year
Independent Denture	3 Years
Private Denture	5 years

For Acrylic dentures the timescale of the guarantee covers both tooth-wear and fractures experienced during routine usage. The guarantee does not cover damage sustained under physical trauma or impact (for instance, when playing sports or accidental damage). The guarantee does not cover any defect arising from incorrect prescription or fitting of the appliance.

We will always advise a dentist if we feel a particular appliance may be at risk of failure when we begin work on the prescription. If the dentist chooses to proceed without undertaking any changes, we may advise then no guarantee will be provided or implied. This will be communicated and recorded on our docket and in some cases by telephone with the surgery.

In cases where failure of the appliance is potentially unavoidable we reserve the right to refuse to undertake the prescription without changes to the design or type of appliance being made.

Appliances not mentioned above are provided without a guarantee unless specified in writing.

Guarantees are not valid until the Appliances has been paid for in-full.

### Product Liability

All custom made dental appliances are manufactured to the prescription provided to DentureTech Laboratory. Fitting of the appliance is deemed to be acceptance that DentureTech has supplied the appliance as requested to the satisfaction of both dentist and patient.

All partial dentures will be returned on the model on which the Try-In was presented, once this Try-In has been checked and a finished appliance requested DentureTech Laboratory assume that the master model is considered an accurate representation of the patients mouth and will provide a finished appliance which fits to the model. Any alterations or adjustments requested after the finish stage which could not have been foreseen due to the impression/model being inconsistent with the patients mouth (i.e relines, remakes etc.) will be charged at the usual rate unless otherwise agreed in writing. Models will not be supplied for edentulous cases unless specifically requested by the dentist.

Any impressions that DentureTech feel do not meet the required standards will be flagged up to the dentist at the earliest possible stage and a re-take or special tray impression will be requested. Failure to provide a new impression when requested will void any guarantee that may have otherwise applied.

DentureTech will follow all prescriptions as carefully as possible but in the event that a mistake is made all remedial work on an appliance will be carried out free of charge at the earliest possible date. DentureTech Laboratory do not compensate for expenses or losses incurred as a result. Any changes of prescriptions including but not limited to the alteration of dates or design may incur an additional charge which will be made clear by DentureTech at the earliest possible opportunity.

DentureTech is not liable for any choking hazard or intra-oral damage caused by any appliance manufactured due to poor-fitting, faulty prescription or misuse.

### Returns and remakes

If a client is not satisfied with the quality an appliance manufactured by DentureTech then the appliance must be returned to DentureTech within 14 days of the completion date on the prescription. Every effort will be made to correct any issues within 14 days of return. If, after any corrections have been made, the client is still not satisfied with the quality of the DentureTech product then it should be returned again within 14 days and if an agreement on how to rectify the situation cannot be reached a full refund will be provided.

As mentioned above, remakes due to poor or faulty impressions will be charged at full price unless otherwise agree in writing. Returns made to change the shade will incur a fee for the use of a new set of teeth if the shade on the appliance matches that on the original prescription. Shades (and other instructions) provided over the phone will be marked as such (B.P) and will be considered as having come directly from the client.

Appliances that are made without a Try-In stage (straight to finish) will not be guaranteed. Any remakes or adjustments will be charged in full.

### Charges

Any work received shall be considered to be Private in nature unless otherwise specified on the prescription docket. Any surgeries that do not undertake private work at all should make DentureTech Laboratory aware in writing at the earliest possible time to avoid any confusion. Clients who incorrectly mark work as NHS may be liable for further fees if it becomes apparent that the appliances were Independent or Private in nature. Full pricing details are available from DentureTech on request. Our prices change annually, of which a price list will be sent to all surgeries. For Next Day and Same Day Services, please refer to our price list

### **Deliveries**

Please allow at least 5 working days from collection on for each of the following stages: Bite, Try In, Retry and Finish. For Addition, Reline, Repair: all 48 hours, or for Next Day (24 hours). For Same Day Services please contact DentureTech to arrange suitable times. Please note, Chrome's and Flexible Denture stages take a minimum of 10 working days from collection.

All deliveries and collections are scheduled for the afternoon (PM) and are free of charge. We do not give specific delivery times, unless agreed in writing. If your patient has an earlier appointment time, for example 10am; the job should be requested back for the day before the appointment to ensure the job is ready in ample time for your patient's appointment. Urgent deliveries requested due to the surgeries error cannot be guaranteed. An express delivery charge from £25.00 will be applied to urgent deliveries before the afternoon delivery slot to cover the costs of delivery.

### **Freepost service**

DentureTech Laboratory currently offer a freepost service on all private denture and implant retained denture work. A freepost label is available on request or from our website. This service is not open to NHS or independent work. Any NHS or independent work send via the freepost service will be charged the appropriate private charge in line with our current price list.

### **Financial Settlement**

Statements are sent out to clients on a monthly basis. The dental practice which employs the prescribing dentist is held responsible for payment. However, DentureTech Laboratory may hold the prescribing dentist solely responsible at its discretion. Both Surgery and dentist are held responsible in full regardless of any deduction on the prescribers remuneration by the surgery. Payment is required within 30 days of the statement being received. All appliances, finished or otherwise, remain the property of DentureTech Laboratory until payment is made in-full. Payments not received within 60 days may incur interest fees starting at 8.5% unless otherwise agreed with DentureTech in writing.

DentureTech Laboratory reserves the right to take legal steps where necessary to recover any unpaid statements through debt recovery agencies and legal fees. Any fees incurred by DentureTech Laboratory will be passed on to the surgery.

By sending work to DentureTech Laboratory the prescribing dentist and employing surgery are agreeing to the terms and conditions of work laid out above.