

DENTAL APPLICATIONS LTD – TERMS AND CONDITIONS

Dental Applications Ltd strive to provide an excellent quality product and the very best possible service for our clients. We aim to work closely with our dentists to ensure an efficient and effective result for your patients. To do this we need to work in close partnership with you.

These are our Terms and Conditions:

Work Requirements

A) Prescription Dockets

- 1) All work requires a completed Prescription Docket. This avoids confusion and delays. All relevant boxes must be completed with as much information as possible. The docket has been designed to give us detailed information from which to work.
- 2) No work will be completed until we receive an appropriately completed docket.
- 3) Any photos must accompany the docket. It is the dentist's responsibility to ensure that we have all the relevant and up to date information required. To avoid delays please send the photos and any relevant information together with the docket or at the same time via email. Delays are caused when we are waiting to receive missing information. Please note we will not start a job until all the relevant photos and information are received. This is so that we can help you provide the very best possible service to your patients in the most, timely, efficient and cost effective way.
- 4) For complex cases we suggest that clinical photos are emailed to info@dentalapplications.co.uk at the same time as you are completing the Prescription Dockets.

B) Impressions

- 1) All the impressions we receive will be treated as accurate unless there are obvious flaws or omissions.
- 2) To avoid delays, extra expense or a poor end result for your patient new impressions will be requested if the margins, borders or critical areas are flawed. If we find the impression is not of an acceptable quality, we will contact you to discuss the way forward.

C) Communication

- 1) Should the job require further discussion please email us on info@dentalapplications.co.uk with full details. If required follow the email up with a phone call.

Email

- 1) All email correspondence should have the Prescription Docket number in the subject line for ease of identification.

D) Collection And Delivery

- 1) We provide a free collection and delivery service. We also provide Free Post labels for your convenience should you need to send work in outside your delivery days.
- 2) Where you ask for a driver to collect and no collection is actually required a charge will be made to cover the cost of their time and the fuel.

E) Sending Work To Us By Post

- 1) We provide Free Post labels but ask that you use appropriate packaging for the size of work sent so no extra costs are incurred. Any extra costs will be charged for and future labels will not be prepaid.

F) Timescales

- 1) Most work will be completed within 10 working days of receiving it, so long as there is an appropriately completed Prescription Docket and all necessary photos and relevant information with it.
- 2) Work is planned accordingly. In the event of your requiring work more quickly than the normal two week period there will be a surcharge of 30% to cover the overtime costs.

Please note: This work can only be done by prior agreement.

G) Non – Sterile State

- 1) All completed work is delivered to you in a non- sterile state

H) Prices

- 1) **Prices are set as in the attached Price List which will be updated annually in February**
- 2) **Alloy Prices** - Our price list is inclusive for any base alloys.
- 3) **Precious Alloys** - Any precious alloys are priced individually based on the market prices which change daily.

I) Payments

- 1) Invoices are dated on the last working day of every month. Full payment should be received within 28 days. We would prefer payments to be made by BACS or bank transfer to:

Dental Applications Ltd

Lloyds Bank PLC

Sort Code: 30-13-68

Account Number 11633660

- 2) Where work is staged, an invoice will be sent out for each completed stage within the agreed time scale. Full payment should be received within 28 days of receipt of the invoice for each stage.
- 3) We reserve the right to withhold further deliveries if payment is not received within 60 days of the statement date. We reserve the right to charge interest of 4% on any payment not received within 90 days of the date of invoice.

J) Title

- 1) Even when delivered to you, title remains with Dental Applications Ltd until the payment has been made in full.

K) When Things Go Wrong

- 1) Every effort is made to create an excellent job in the first instance, however we are entirely dependent on the quality of the impressions and instructions we receive from you. Where remakes are required due to poor quality impressions or when we are instructed to proceed with the job, having flagged up concerns that additional work may be required, (for example to ensure a good bite), further costs will be incurred to cover the extra work required.
- 2) Where new impressions are requested but not provided we reserve the right to charge a full invoice if any remake is required.

I have read and agree with the Terms and Conditions as laid out above

Signed _____ Print _____

on behalf of _____ Dental Surgery Dated _____

Signed _____ Print TOM CUTMORE on behalf of Dental Applications Ltd

Dated _____