

TERMS AND CONDITIONS

By entering in to business with Cotswold Dental Laboratory Ltd you are bound by our general terms and conditions of trade as follows:

- All prices are subject to change without prior notice
- All accounts are strictly net monthly and are due for payment by the 15th of the month following the statement date
- Chrome cobalts may be invoiced in the month of receipt from the specialised laboratory and not on completion of the case
- Upon insufficient instructions received for chrome cobalt dentures, the most suitable design will be requested from the specialised laboratory. Any costs involved due to this clause will be billed to the client. We strongly advise the use of our chrome design lab sheet for each case involving chromes
- Appliances are constructed to the specification supplied by the client. By fitting an appliance in the patient's mouth, the client accepts that Cotswold Dental Laboratory Ltd has produced the appliance to the specification and satisfaction of their patient. No responsibility can be taken for cases produced from inaccurate impressions. A dental appliance that fits the master model poured from the original impression supplied by the client and which is created to the specifications on the prescription from the client, but is subsequently required to be remade, is not considered a remake. The Laboratory will not compensate clinician's costs, consequential losses or expenses of any kind
- In addition to the above clause, any case which does not progress through the stages of special tray, bite and try in, that proceeds straight to finish and which subsequently goes to remake will be charged at full price as a new case
- Any cases not progressing after six weeks from start date will be charged for the work completed and materials used
- 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
- All cases will be processed using our materials and laboratory standards guidelines, unless specified on the lab sheet by the prescribing dentist. Any remakes from this statement will be charged at full price
- Local practices will be allocated a daily time slot for collections/deliveries and any cases requiring delivery to the Laboratory outside the agreed time is the responsibility of the practice. Time slots are subject to traffic conditions
- Freepost labels are available for download or by request for postal clients. This service is not available on our Grade D/NHS services. Any parcels received will be charged at a higher grade and/or incur postage costs
- With regard to delivery of cases to the practice, minimum timescale of lab working time guidelines need to be adhered to in all cases. We accept all dates on lab sheets as the date required for delivery as per our guidelines clearly detailed on our lab sheets
- All parcels will be returned via Royal Mail 1st class post. Additional charges will apply if Special Delivery is requested
- All cases MUST allow for minimum set timescales of lab processing and delivery/postage time. Any lab sheet received without dates will be completed within set timescales. Express charges will apply if sufficient time not allowed
- An Express Service is available on request for which additional charges will apply
- All items supplied remain the property of Cotswold Dental Laboratory Ltd until payment is received in full
- We reserve the right to surcharge overdue accounts at the rate of 5% per month. Any legal fees or other costs required to collect an unpaid balance will be charged to the client
- Cotswold Dental Laboratory Ltd reserve the right to check the credit rating of any client and request payment before delivery
- The person issuing the prescription is held responsible for payment. Both practice and prescriber are held responsible for any amount outstanding in full regardless of any deduction on the prescriber's remuneration by the practice
- In the event of continued unpaid accounts, Cotswold Dental Lab Ltd reserve the right to hold any further ongoing work until payment is received
- All devices leave the Lab in a non-sterile state

