

# IW Dental Laboratory

## Terms and Conditions

- All Items supplied remain the property of IW Dental Laboratory until payment is received in full.
- All accounts are strictly net and are payable within 30 days of invoice.
- IW Dental Laboratory reserves the right to check the credit rating of any client.
- IW Dental Laboratory will charge interest on overdue accounts at a rate of 5% per month which will be applied to the total amount outstanding including any previous interest charged.
- Appliances are constructed to the specification prescribed on the laboratory work ticket. IW Dental Laboratory is not responsible for the suitability of that specification.
- IW Dental Laboratory endeavours to interpret and follow the client's instructions correctly. If however a mistake is made on our part, IW Dental Laboratory will rectify the situation free of charge. IW Dental Laboratory will not compensate dentist's fees, consequential losses or expenses of any kind.
- By fitting the appliance the client accepts that IW Dental Laboratory has produced the appliance to the specification and satisfaction of the client.
- IW Dental Laboratory will not compensate any individual patient, in the event a product fails to meet the required prescription.
- The client is solely responsible for any additional costs and charges incurred through changing instructions from the original prescription.
- IW Dental Laboratory reserves the right to charge for the remaking of an appliance.
- IW Dental Laboratory reserves the right to charge for shade changes.
- A loss and handling charge is added to the weight of precious and semi-precious alloys used.
- IW Dental Laboratory endeavours to deliver work on or before the delivery date (which we state as *the day before* the Patient is in) specified by the client. Whilst every reasonable effort will be made to alert the client to an expected overdue job. If for any reason this has not been possible, IW Dental Laboratory will not compensate the dentist's fees, consequential losses or expenses of any kind.