

Terms & conditions

The following terms and condition shall apply to all trading between Beaver Dental Technology Ltd, registered office 467a Otley Road Leeds, LS16 7NR, and the dentist, laboratory or any other customer with regards to custom made dental appliances.

1.

1. Turnaround times and Collection/Delivery

1.1 Please allow 10 working days for restorations to be produced, including collection and delivery date. From time to time depending on the complexity of work or need for outsourcing turnaround may be longer than 10 working days. If this is the case you will be notified as soon as possible.

1.2 We offer a free collection and delivery service in local areas, please call the day BEFORE you require a pick-up to ensure timely collection

1.3 We offer a free postal service, pre-paid postal labels can be supplied on request.

1.4 Please request a delivery date of 1 day prior to the patient's appointment to ensure timely return. 1.5 The laboratory reserves the right to charge 'Express' turnaround fees for cases which we are requested to produce in less than 10 days.

2.

2. Prices

2.1 We review our prices in March every year and reserve the right to increase prices in line with increases in production costs, overheads and inflation. We endeavour to give one month's notice for any price increases but reserve the right to change prices with no notice if this becomes necessary.

3.

3. General work and remakes

3.1 Appliances are constructed to the specification prescribed on the laboratory work ticket. The laboratory is not responsible for the suitability of that specification.

3.2 The laboratory reserves the right to charge for the remaking of an appliance which has become necessary due to surgeon error.

4.

4. Guarantees

4.1 Restoration guarantees.

Dental products created at Beaver Dental Technology Ltd carry a full guarantee. This guarantee, alongside our DAMAS registration, is your assurance that quality materials have

been used during the manufacturing process.

We give the following guarantees for our custom made devices.

Crowns and Bridges - 3 years

Veneers - 1 year

Full Contour Zirconia crowns - 15 years

Exclusions – The guarantee becomes null and void in the case of:

- Failure to receive annual dental check-up
- Oral health issues
- Physical trauma

4.2 UK production.

We are a registered with the DLA's 'Bitemark Campaign' which aims to increase patients awareness of where their custom made dental appliances have been produced. We will provide you with a card with each restoration which guarantees that all work has been produced in the UK by GDC registered technicians, this can be passed on to your patients.

4.3 All guarantees cover the supplied appliance and not the dental treatment.

5.

5. Payment terms

5.1 Invoices must be paid within 30 days of the invoice date.

5.2 Any account which becomes 60 days overdue may be suspended until full payment is made. In this case prior warning will be given.

5.3 If accounts become over 1 month in arrears interest may be charged on the amount overdue at a rate of 8.5% statutory interest rate (base rate plus 8%), in accordance with the Late Payment of Commercial Debts [interest] Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.

5.4 Preferred method of payment is by BACS or bank transfer. 5.5 The person issuing the prescription is held responsible for ensuring payment is received within 30 days of invoice date.

6.

6. Infection control Policy

6.1 As per GDC, BDA and CQC Good Practice guidelines, all impressions must be free from blood and disinfected before being sent into the lab.

6.2 We have our own infection control procedures, copies of which are available on request.

6.3 All work is delivered non-sterile.

