

## TERMS & CONDITIONS

By entering into business with Moore's Dental Studio, you agree to the general terms and conditions of trade.

### 1. DEFINITIONS

- 1.1. In these terms and conditions, the following words shall have the following meanings:
- 1.2. "the Company" shall mean A & S Moore Ltd., trading as Moore's Dental Studio.
- 1.3. "the Work" shall mean the products, articles, services or things to be supplied under the contract.
- 1.4. "the Client" shall mean the corporate entity, firm, person, partnership or sole trader referred to in the Company's quotation and/or acknowledgment of order.

### 2. GENERAL

- 2.1. All Work supplied remains the property of the Company until payment is received in full.
- 2.2. The Work is constructed to the specification supplied by the Client; the Company cannot accept responsibility for the suitability of this specification.
- 2.3. All prices are subject to change without prior notice.
- 2.4. By fitting the Work in a permanent manner, the Client accepts that the Company has produced the Work to the specification and satisfaction of the Client and consequently accepts that any remakes or alterations may be charged at full cost.
- 2.5. A surcharge is added based on the weight of gold and precious alloys used over the weight of 1.5 grams for inlays, 2 grams for crowns.
- 2.6. Any cases received without a clearly completed lab sheet will be placed on hold whilst the Company contacts the Client to clarify instructions or obtain missing information. The Company will not be held responsible for any delays to the Work being completed, or for the rearranging of patient appointments.
- 2.7. Any remakes or alterations due to incorrect or missing information from the Client will be charged at full cost.
- 2.8. The Company endeavours to interpret and follow the Client's instructions correctly. If, however, a mistake is made, the Company will rectify the situation as quickly as production techniques allow. The Company will not compensate the Client's costs, consequential losses or expenses of any kind.

### 3. ACCOUNTS

- 3.1. All accounts are strictly net and payable by the last working day of the month following invoice. The Company reserves the right to surcharge overdue accounts at the rate of 8% above bank base rate and add a late payment fee of £45 to cover administration costs.
- 3.2. A Client's credit limit is set at £2000 within the first 6 months of entering into business with the Company. Thereafter, the Client's credit limit will be set at the discretion of the Company.
- 3.3. The Company reserves the right to withhold delivery of Work until payment is made on overdue accounts.
- 3.4. The Client will be held liable for any costs associated with collection of overdue accounts by third-party collection agencies.
- 3.5. The Client issuing the prescription is held responsible for payment.
- 3.6. 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 Company.
- 3.7. Any Work not progressed without explanation or on hold for more than 1 month will be charged for the work completed to date.

### 4. TURNAROUND TIMES

- 4.1. Excluding weekends and bank holidays, turnaround times are as follows.
  - 4.1.1. **Crown and bridge:** 7 working days between appointments
  - 4.1.2. **Prosthetic stages:** 7 working days between appointments
  - 4.1.3. **Chrome metal stage:** 12 working days between appointments
  - 4.1.4. **Implants:** 12 working days between appointments
- 4.2. The Company endeavours to deliver the Work at least one working day prior to the fit date specified by the Client. If, however, for any reason this has not been possible, the Company will not compensate the Client's fees, consequential losses or expenses of any kind.
- 4.3. Faster turnaround times are only available by prior agreement with authorised representatives of the Company.

### 5. GUARANTEE PERIODS

(Years)

- |        |  |     |
|--------|--|-----|
| 5.1.   | <b>Porcelain Bonded, Emax &amp; Zirconia</b> |     |
| 5.1.1. | Standard:                                    | 1   |
| 5.1.2. | Independent:                                 | 3   |
| 5.1.3. | Private:                                     | 5   |
| 5.2.   | <b>Composite</b>                             |     |
| 5.2.1. | Standard:                                    | 1   |
| 5.2.2. | Independent:                                 | 1   |
| 5.2.3. | Private:                                     | 1   |
| 5.3.   | <b>Dentures</b>                              |     |
| 5.3.1. | Standard:                                    | 1   |
| 5.3.2. | Independent:                                 | 1.5 |
| 5.3.3. | Private:                                     | 2   |
| 5.4.   | <b>Implants</b>                              |     |
| 5.4.1. | Inclusive:                                   | 1   |
- 5.5. In the event of a claim under our guarantee, the Company requires the original prescription to be returned. Damage caused by physical trauma or impact is specifically excluded from this guarantee. Patients involved in high-risk sports etc. are advised to wear a gum shield and to ensure against accidental damage. In the case of a claim, please notify us before the removal of the appliance, the Company may arrange to have appliance examined before removal.
  - 5.6. Under the terms of this guarantee, we undertake to repair or remake the restoration free of charge in cases of technical fault. Our liability is limited to the Company expenses only. The Company also reserves the right to charge for the remaking of Work at our sole discretion.