



(See website for Full Terms and Conditions)

1. All items supplied remain the property of SDL until payment is received.
2. All items are strictly nett and are payable within 30 days of invoice.
3. SDL reserves the right to check the credit rating of any client.
4. SDL 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.
5. No claims for credit will be considered after 21 days from the date of invoice.
6. Preferred impression techniques are full arch impressions either cured silicon or Impregum that are disinfected.
7. SDL's acceptance of an impression or other clinical record, without challenge, normally implies that it is fit for purpose.
8. Appliances are constructed to the specification prescribed on the laboratory work ticket. SDL is not responsible for the suitability of that specification.
9. SDL endeavours to interpret and follow the client's instructions correctly. If however, a mistake is made SDL will rectify the situation free of charge. SDL will not compensate dentist's fees consequential losses or expenses of any kind.
10. By fitting the appliance the client accepts that SDL has produced the appliance to the specification and satisfaction of the client.
11. SDL will not enter any kind of dialogue with patients as a result of them contacting us directly. Patients will immediately be referred back to the client. SDL will not compensate, any individual patient, in the event a product fails to meet the required prescription. The prescribing client will be expected to meet these cost.
12. The client is solely responsible for any additional costs and charges incurred through changing instructions from the original prescription.
13. SDL will only consider claims for remakes at a concessionary remake rate within 30 days from the date of delivery.
14. SDL reserves the right to charge for the remaking of an appliance.
15. SDL reserves the right to charge for shade changes.
16. A loss and handling charge is added to the weight of gold and precious alloys used.
17. SDL will charge for an express courier or postal service. At least £15 will be charged for 9am or Saturday deliveries.
18. SDL endeavours to deliver work on or before the delivery date specified by the client if, for any reason this has not been possible SDL will not compensate the dentist's fees, consequential losses or expenses of any kind.

## Manufacturing Sites

Sun Dental Labs (UK) Ltd, Simpson House, Stanley Road, Barnsley, S70 3PG

Hoil Dental, 26c Lyon Road, Walton-on-Thames, England, KT12 3PU

The Bristol Crown Company Ltd 3 Unicorn Business Park, Brislington Bristol, BS4 4EX

Exceldent/Shimmer Dental Technology Development Co., Ltd. Building E district, A, Building F floor 3-5, (International Medical Industrial Park) No. 288 East Jichang Road Guangdong, Zhuhai 519040

CBD Dental Lab, INC

Sixth and seventh Floor of Building AB, No. 37 Sheng ping Road, Luo zu Community, Shi yan Town , Bao'an District, Shenzhen, Guangdong, China

## PRESCRIBER FEEDBACK

To enable our dental laboratory to comply with Medical Devices Regulations for post market surveillance and in order to continue to improve our products and service, please inform us any feedback or issues with regards to the enclosed cases as soon as possible.