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Terms and Conditions

By signing or sending the lab docket or a substitute, to AAA Dentalab Ltd, the prescribing dentist individually and on behalf of the billing dentist or entity, represents that he or she has the authorisation of the billing entity to bind said entity and on behalf of said entity and individually does agree to abide by all terms and conditions listed below.

LIMITED LIABILITY

In the event the case or item is lost or damaged for any reason, the liability of AAA Dentalab shall be strictly limited to a full refund of the amount paid or a remake or repair at no additional charge. AAA Dentalab shall not be liable for incidental or consequential damages, including inconvenience, lost wages, chair time, patient competition or pain and suffering and/or expenses of any kind.

PAYMENT TERMS

All invoiced amounts must be paid in full by 28th of the month in which the statement is dated. Any amounts not paid by the 28th of such month will incur 2% service charges (annual rate of 24%) per month, and the account shall be automatically placed on C.O.D. (Credit Overdue) terms. Orders on past due accounts will be delivered C.O.D with past due balance added. All cases will be billed in stages and will be paid in full according to stage. All cases and items sent, remain the property of AAA DENTALAB, until client's account is paid in full. A minimum of £25.00 will be charged for returned cheques.

All invoices/statement will be sent via email on the first working day of the month. It is dental practice, dentist(s) and/or practice manager's responsibility to provide us correct email address and check emails on the first working day of the month to ensure they have received invoices. Invoices can be also downloaded and printed from our website.

Patient statement and individual patient's invoice must be downloaded from our website. AAA Dentalab will provide you secured login and password, upon request received from dental practice.

Any account which enters over 1 month in arrears may be suspended until full payment is received. If overdue amounts are not paid after final reminder issued, the debt may be sent to court and any corresponding charges will be added to the overdue amounts.

Custom made items are considered an exception to standard consumer laws relating to returned goods, as such refunds will be evaluated on a case-by-case basis. Should a refund be granted, credit will be allocated to the account. Cash, transfer or cheque refunds will not be issued. If a return is authorised, all items must be returned in the same condition in which you received them to be eligible for a refund.

GENERAL WORK AND REMAKES

All work is completed according to the instructions written on the lab docket. All finished work will be fitted on to the based on the impression(s)/scan data provided by the prescribing dentist.

If the primary inspection of the impression(s) or scanned data is unsatisfactory for the prescribed appliance(s) we will request new impression(s)/ scan to be taken. If the prescribing dentist asks us to continue with the original impression, any subsequent remakes will be charged for.

If prescribing dentist wish to terminate any case, for any reason, will be subject to a full charge, regardless of despatch status and stage of the termination. If the case is sent to dental practice for next stage (i.e., secondary impression(s), bite registration or try-in) and not received back in the lab within 3 months from date sent out will be subject to a full charges.

If the finished case does not reflect the given instructions, we will adjust or remake the case without additional charge. However, if the remake instructions and/or preparation differ from the original, it will be treated as a new case and both cases will be charged. Remake cases will be charged if restorations fit the original model, but not the remake impression/scan. AAA

Dentalab does not accept liability for loss of surgery time under any circumstance.

When sending a case back for alterations or to be remade, please send back the original impressions, models, and restoration as well as new impressions if required. Failure to do so will result in the case being treated as a new case, and both will be charged for.

If you return a case but do not wish a remake, all dockets, models, preps, trays and restorations must be returned with a written justification. A dental technician will assess the case and a credit may be issued only if all elements necessary are returned and if a fault is proven to be AAA Dentalab responsibility.

SEMI-PRECIOUS/PRECIOUS METAL POLICY

The Prices for Semi Precious and Precious metal used in prosthesis are based on existing market rate and to be charged in increments of 0.1 gram of alloy weight. In addition to Metal charges, cast of labour and Porcelain charges will apply. (SEMI- PRECIOUS AND PRECIOUS METAL CHARGES ARE SUBJECT TO CHANGE AS MARKET FLUCTUATES.)

The dentist takes full responsibility for prescribing the correct material/alloys in accordance with their regional regulations.

It is not possible to list all items and services on the pricelist provided, so please ask for a written quote for a complex case.

The pricing is for the indication purposes only. For the large restorations and complex case, we always recommend you ask for price as each case is unique.

WARRANTY

Due to their nature, removable appliances are not subject to any warranty. All fixed restoration(s) carries a 1-year warranty, Should the appliance fail within the warranty period it will be remade free of charge to the original instructions, any corresponding dental treatment is not covered by this warranty.

Additions, repairs and alterations to the appliance are not covered by this warranty.

TRANSPORTION:

AAA Dentalab provide local pickup and drop off via courier service. If the dental practice is out of our delivery area, we offer Royal mail service. (Courier charges may apply)
AAA Dentalab will not accept any responsibility for lost or damage of any product(s).

CROSS INFECTION

As per GDC and BDA Good Practice guidelines, all impressions must be free from blood, disinfected and all cotton pads removed before sending.

Should we receive a case which we believe not to have been disinfected, we will contact the dentist, and possibly return the case unfinished or we will disinfect impressions and disinfection charges will be applied.

Lab dockets must be placed outside the bag containing the impressions and stapled above the seal line to avoid leakage of disinfectant. We reserve the right to return unfinished cases with a wet docket since it constitutes a health and safety hazard for our staff.

*All restorations sent to dental practice are NOT sterile.
Terms and conditions are correct at time of printing. We do update terms and conditions as and when changed takes place. For the most up-to-date version visit www.aadentalab.co.uk (E &OE)*