

Terms & Conditions of Trade

1. General work

1. All cases are guaranteed to fit the model based on the impression and digital scan provided, unless obvious flaws or omissions are visible.
2. New impressions or scans will be requested if scan or impression is deemed unacceptable. If the prescribing dentist asks to continue with the original impression or scan, any subsequent remakes will be charged for.
3. All work is completed to the instruction provided in the prescription via scan or docket
4. Should the case not reflect the given instructions we will adjust or remake the case free of charge.
5. Remakes to new impressions will be charged 50% of the full cost.
6. Terminated cases, for any reason, will be subject to a full charge if the case is completed (regardless of despatch status). If the case is yet to be completed, it will be charged at 50%.
7. When a remake is required, 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 for.
8. When sending a case back for alterations or to be remade, please send back the original impressions, models and restoration as well as a new impression or scan. Failure to do so will result in the case being treated as a new case, and both will be charged for.
9. Once work is fitted, it is considered accepted and must be paid for.
10. Remake cases will be charged if they fit the original model but not the remake impression or scan.
11. Simplee does not accept liability for any loss of surgery time under any circumstances.
12. If you return a case and do not wish a remake, all dockets, models, preps, trays and restorations must be returned with a written justification. It will then be assessed, and credit may be applied to the prescribing doctors account if all elements necessary prove that it is a fault of Simplee technicians.
13. The dentist takes full responsibility for prescribing the correct materials/alloys in accordance with their regional regulations.

2. Turnaround Time & Collection/Delivery

- 2.1 Implant work requires 14 working days when parts are required.
- 2.2 Crown and bridge work requires 10 working days minimum unless booked express service.
- 2.3 Cases of 8 units or more require a minimum of 14 working days, as well as prebooking.
- 2.4 For express services please call to check availability and get booked in.
- 2.5 Express services less than 7 working days 30% of final invoice surcharge.
- 2.6 Cases to be sent via courier within a 2-day period of due date.
- 2.7 Prescribing dentist is responsible for assuring correct dates are placed on dockets and scans.

3. Guarantees

- 3.1 Guarantees are only provided subject to reason of failure.
- 3.2 Due to their nature removable appliances are not subject to a guarantee.
- 3.3 Implant work has manufacturers guarantee. The length of time depends on the manufacturer.

Terms & Conditions of Trade

4. Cross Infection

- 4.1. As per GDC and BDA Good Practice guidelines, all impressions must be free from blood, disinfected and all cotton pads removed before sending.
- 4.2. Should we receive a case that we believe not to have been disinfected, we will contact the dentist and have the right to return the case unfinished.
- 4.3. Dockets must be placed outside the bag containing impressions and stapled above the seal 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.
- 4.4. All wax up stents or other lab work that was placed in the patient's mouth must be disinfected prior to returning to us.
- 4.5. Restorations sent by Simplee are NOT sterile.

5. Terms of Payment

- 5.1. Unless arranged otherwise, payments should be made no later than 30 days after statement date.
- 5.2. We reserve the right to withhold deliveries of cases if payment is not received within 60 days of statement date.
- 5.3. We reserve the right to charge interest on accounts, overdue by 90 days or more at the rate of 5% per month.
- 5.4. Any discount offers may be withdrawn without notice.

The preferred method of payment is by BACS or bank transfer.

Account name: Simplee Ceramics Ltd

Sort Code: 23-59-11

Account number: 01098102

Reference: Invoice Number ONLY

IBAN: GB55BBVA23591101098102

SWIFT: BBVAGB2LXXX

The account is an international bank therefore your bank will query if you are certain you wish to continue with the transaction