



QUALITY CERAMICS LTD

TERMS AND CONDITIONS OF BUSINESS

1. In these terms, Quality Ceramics Ltd, Unit 7, Sheddingdean Business Centre, Marchants Way, Burgess Hill RH15 8QY, "the Dentist" means any Dentist who carries out practice in the UK, and who places an order with Quality Ceramics Ltd. The price list means Quality Ceramics price list current at the time the order is accepted by Quality Ceramics.
2. These terms apply to all orders given to Quality Ceramics by any Dentist who carries out practice in the UK.
3. It is the responsibility of the Dentist to supply Quality Ceramics with all the information that Quality Ceramics needs in order to carry out the order.
4. Where an order is given by the Dentist in writing (whether they use a form provided by Techdent, online or a form from the website) Quality Ceramics shall not be obliged to accept the order.
5. When Quality Ceramics accepts an order, they will make the part ordered in a proper and workmanlike manner in accordance with the instructions given to Quality Ceramics by the Dentist.
6. Quality Ceramics warrant that where the order specifies the use of materials of a certain quality the work will be done with material of at least that quality. Quality Ceramics reserves the right to alter materials, components and alloys.
7. Since the Dentist is responsible for deciding the suitability of the work for their patient, Quality Ceramics gives no warranty that the goods ordered are suitable for the use proposed by the Dentist.
8. Quality Ceramics warrant the quality of the product supplied as set out below on the strict understanding that it has been used in a suitable manner, for the purpose intended and that payment has been received in full within 30 days of the invoice date. Failure to do so will result in complete loss of Warranty/Guarantee. Product. All permanent implants, Crown & Bridge Products are warranted for 1 year.
9. Under the Quality Ceramics warranty system, products cannot be interchanged and will only be replaced on a like for like basis. The faulty or unsatisfactory product must be returned, along with any relevant warranty cards before a replacement is provided. Replacement products will not be provided on newly or altered preparations. Complaints or warranty claims must be registered via the "Contact Us" section of our website and addressed "Warranty", with as much detail as possible.

10. Quality Ceramics accepts the responsibility placed on it by law for personal injury or death. The Dentist agrees that before using any product supplied by Quality Ceramics, they will inspect them and satisfy themselves that they appear to be free from defects and suitable for the purpose for which they wish to use them.

11. All costs of treatment (whether original or remedial) shall, as between Quality Ceramics and the Dentist, be met by the Dentist.

12. The work will be carried out by Quality Ceramics in a reasonable time as set out below, having regard to the availability of labour and Materials. Due to expectations and nature of the materials which Quality Ceramics products are made, all work is sent for 'Try-in' on the first fit appointment. Crown & Bridge work (excluding implants) has a turnaround of 10 working days, Implant work has a turnaround of 15 working days, Diagnostic Wax Up has a turnaround of 10 working days and Prosthetic work has a turnaround of 10 working days. All turnaround times may be altered depending on the restoration type.

13. A 10% handling charge +VAT shall be added to the cost of any Implant or 3rd party component ordered on Techdent's account.

14. Quality Ceramics shall not be responsible for any delay in meeting an order that is caused by force majeure or by any other matter outside Quality Ceramics immediate control such as couriers etc. To see your couriers Terms and Conditions, please visit the relevant website

15. The goods shall be at carrier's risk during transit, if the goods are received damaged or incomplete, the Dentist must notify Quality Ceramics in writing within 3 days of receipt. If the goods are not delivered, the Dentist must notify Quality Ceramics of their non delivery within 2 days of the order. If this notice is not received by Quality Ceramics within the time specified, the Dentist shall have no claim against Quality Ceramics for any loss or damage to the goods in transit. Where applicable the Dentist shall retain the goods and the packaging for inspection by the carrier or their insurers.

16. The Dentist shall pay for the goods and services provided by Quality Ceramics in accordance with Quality Ceramics current pricelist, within 30 days of monthly statement. If the goods or services do not appear in the price list, the Dentist shall pay the price agreed with Quality Ceramics before the work is started and if no such price is agreed such price as is fair and reasonable.

17. All invoices must be paid within 14 days of issue. If any account for work done remains unpaid more than 30 days after it was delivered, the Dentist shall pay Quality Ceramics interest on all sums unpaid at 5% per month from 30 days after the date of the invoice, and 10% after 75 days of the date of the invoice, until the sums are paid in full and whether before or after any Court judgment. In addition, if legal proceedings are required to recover the money the Dentist shall pay the costs of such proceedings on an indemnity basis.

18. No title is to pass to the Dentist until the full agreed purchase price has been paid to Quality Ceramics.

19. The Dentist warrants to Quality Ceramics that they are the principal or one of the principals of the practice or that they are duly authorised by one or more of the principals to enter the contract. The Dentist shall in any event be personally liable for the payment of all sums due to Quality Ceramics in respect of the work or orders in addition to any other person who may be liable.

20. All remakes where the Dentist is at fault will be charged at 100%.

21. All remakes where Quality Ceramics Ltd are at fault will be remade free of charge.

22. All remakes where the fault can't be deciphered will be charged at 50%.

23. All Model Free remakes will be charged at 100%.

24. All agreements under these terms are made subject to English law. Proceedings in respect of them may be brought in any court, which may have jurisdiction.