



## Terms & Conditions Regarding The Account:

### DEFINITIONS

1. These are the terms and conditions of The trustee for A & B Dental Lab Unit Trust (ACN: 134 158 795) trading as A&B Dental Laboratory (herein after referred to as 'A&B' 'we', 'our', 'us' or 'it').
2. A&B Dental Laboratory reserves the right to add to, delete or change these terms at any time. Any changes to our terms and conditions will be published on our website at [www.anbdentallab.com](http://www.anbdentallab.com).

### CASE ACCEPTANCE

1. A&B reserve the right to decline an order for the goods provided.
2. Any instruction received by A&B from the customer for the supply of goods or services shall constitute acceptance of these terms and conditions.

### PRICE AND PAYMENT

1. Payment of the account is to be made on or before the payment due date, which is 30 days from the date of the statement. If any amounts are outstanding after 30 days you may incur administration charges and interest.
2. Your statement will be emailed to you monthly. It is your responsibility to ensure that the contact details and account details you provide above are correct.
3. Payments can be made by an electronic bank transfer, cheque or credit card. We do not accept American Express.
4. Any legal costs to recover overdue payments will be included in your account. Costs include, but are not limited to, debt collection costs, legal costs and court costs.
5. A&B reserves the right to hold case work if the customers account falls overdue.
6. A&B reserve the right to withdraw any credit provided to the customer if their account is not up to date as per our trading terms.
7. Prices are subject to change without notification. Our current price lists can be obtained by contacting the administration team.

### COLLECTION AND DELIVERY

1. A&B provide a free courier service to and from our laboratory for customers in Metropolitan Melbourne, (2:00pm cut off for collection of casework)
2. It is the customers responsibility to send casework to A&B and to cover any costs involved if not in Metropolitan Melbourne.
3. The customer takes responsibility for packaging their casework to arrive to us safely. If the contents arrive damaged A&B take no responsibility.
4. A&B take no responsibility for casework that is damaged, delayed or lost in transit to us.
5. A&B will provide tracking numbers for casework sent from our lab when requested.
6. The customer takes the responsibility to ensure their premises are accessible and open for the courier to collect/ deliver casework. If the customer informs A&B to leave the casework somewhere safe (meter box, letter box, etc) and the casework gets lost A&B take no responsibility.
7. If extra charges occur due to the customers premises not being accessible, open or casework not being ready to travel and therefore the courier was unable to collect/ deliver the casework A&B reserve the right to pass on any extra costs that arise onto the customer.
8. A&B takes responsibility for the cost of sending casework back to the customer.

### TURNAROUND TIMES

1. Turn around time for jobs varies between 2-10 days in-lab depending on the product being manufactured and if all the required information is provided at the time of case entry.
2. Cases may be delayed due to technical questions or potential problems being discuss with A&B. It is the customers responsibility to reply in a timely manner as A&B reserve the right to cease manufacturing and to place the case on hold until adequate information is provided.
3. Other reasons cases may experience delays:
  - Images not supplied in time from the customer.
  - Patient has not attended our lab for shade match.
  - The request of a new impression, scan, bite or materials.
  - Cases involving implants as they can be on backorder.
4. Casework may take longer than 10 working days in-lab due to factors beyond the control of A&B Dental Laboratory.
5. A faster turnaround (6 days in-lab) is available for certain products on request and attracts an additional 20% surcharge. Please note a faster turnaround is not available for all products.

### WARRANTY AND GUARANTEE

1. A&B Dental Laboratory guarantees the work to be free from defects due to materials and workmanship. The appliances are guaranteed to fit the provided working models and to be constructed to the specifications outlined in the lab order form.
2. A&B will replace the product to the original specifications requested for any defects that may occur as a result of the manufacturing process.
3. The original manufactured product and models must be returned to A&B for inspection to be eligible for warranty.
4. If A&B agree to replace the original manufactured product deemed to be faulty the new product will be manufactured to the identical specifications as the original product. Substitute materials or a substitute product range will not be accepted. The guarantee is subject to the following conditions:
  - 3 year warranty on fixed crown and bridge restorations from the date of invoice creation (excluding Veneers and UT Monolithic Zirconia).
  - 2 year warranty on Veneers from the date of invoice creation.
  - 7 year warranty on UT Monolithic Zirconia from the date of invoice creation.
  - 2 year warranty on Cobalt, Titanium and Titanium Castings as well as Welding from the date of invoice creation.
  - 3 month warranty on Veneers, Acrylic Work and Tooth Additions from the date of invoice creation.
  - 3 month warranty on Splints and Bleaching Trays from the date of invoice creation.
  - 3 month warranty on Orthodontic Appliances from the date of invoice creation.

### Exclusions:

- No warranty on Mouth Guards.
- Warranty is void for removable prosthetics that are made without a try-in/set-up stage. A&B are not responsible for any additional costs associated with adjustments, repairs and replacement of the immediate dental appliance.
- Warranty is void if A&B have requested a new impression but has been instructed by the customer to proceed without the new impression. Remakes will be charged at full cost.
- Warranty is void if reduction of prep is required by A&B by using reduction key. Remakes will be charged at full cost.
- Warranty will be void if reduction off the opposing at insert was required and the crown has fractured. Remakes will be charged at full cost.
- Warranty will be void if A&B deemed the provided case materials incomplete or unsatisfactory and the customer elects to proceed with the completion of the case without making any adjustments, refuses to try-in, or does not supply the requested materials.
- A&B reserves the right to void the warranty if in its sole judgement the damage has not been caused as a result of the manufacturing process but caused by an accident, neglect, abuse, failure of supportive tooth structure or tissue structures, improper adjustments chair-side or poor dental hygiene.
- 5. A&B reserve the right to charge 20%-100% of the original cost for the remake if it is deemed to be due to:
  - A remake is requested however there is a change of shade from the original lab form.
  - A remake is requested however the original manufactured product fits the model but does not fit intra-orally.
  - A remake is requested however the reason is not specified.
  - A remake is requested however there is a request to change the material from the original lab form.
  - A remake is requested however the original lab form did not outline what was exactly requested.
  - A remake is requested however new implant components are required.
  - A remake is requested however the original manufactured product is not returned to A&B for inspection.

### MEDICAL ADVICE

1. The customer is responsible for deciding on the suitability of the product and any treatment provided to the patient.
2. A&B only provide goods and services to the customer based on the lab order form provided by the customer or A&B will contact the customer through email, text or phone calls for further instructions.

## A&B Dental Laboratory Pty Ltd

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