

TERMS & CONDITIONS

/ PRODUCTION TIMES

Standard production time is two days.

For example, If we receive your case on a Monday we will post it out to you on a Wednesday.

A 24 hour and same day production turnaround is available.

For 24 hour turnaround models or stl files must be here by midday (12:00).

For same day turnaround (only available for single copings, not bridges or full crowns), models or stl files must be here by 9am.

Large Span Bridges (8 units or more) may require extra time, so please allow an extra two days on in the lab.

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Our invoice will be sent out at the end of each month and payment is required within 30 days.

Overdue accounts will require payment before fresh work is undertaken.

In the event of non delivery, damaged or faulty goods, please let us know within seven days.

/ NEW ACCOUNTS

Please send a cheque with your first order and return the application form to setup your account.

/ PAYMENT BONUS

There will be a £2 credit per unit on all starred prices for accounts settled within 30 days.

This will be credited by us, to your account once payment is received.

/ GUARANTEE

ZrSpeed[®], JustZr[™], ZrAdvance[™], Vitality[™], SpectraMax[™] and Lava[™] frames are guaranteed against fracture for five years.

e.max CAD[®], Vita Suprinity[®], Vita Enamic[®], Vivid Hybrid[™] and Pekkton[®] frames are guaranteed against fracture for one year.

PMMA[™] is guaranteed against fracture for six months.

SpectraTi[™] Titanium abutments have a lifetime guarantee. Please refer to specific T&Cs available by request and on website.

Zirconia hybrid abutments are guaranteed against fracture for five years.

Medentika Preface abutments have a lifetime guarantee.

We guarantee to mill Ultaire frames from your design sent. You must go through the training program with Solvay 360 Dental. We will not be responsible for any unsuitable or incorrect designs sent.

Products are not guaranteed against wrong shade selection or non-fitting due to faulty impressions.

From Stl files, the design is your responsibility and cannot be altered. Any design that doesn't adhere to recommended guidelines will not be guaranteed.

We guarantee to remake, not refund, any framework that is faulty.

All copings and bridges meet the requirements of the MDD and manufacture strictly adheres to the current recommendations.

Whilst we guarantee the correct construction process, we cannot guarantee any structure made on an unsuitable preparation, against adjustment or incorrect cementation, placement, etc.