

Terms and Conditions

1. In these terms, "R-Tech Dental Ceramics" means R-Tech Dental Ceramics Ltd whose registered office is 6 Myton Road, Ingleby Barwick, Stockton on Tees, TS17 0WA, England and "the Dentist" means any Dentist who carries on practice in the UK and who places an order with R-Tech Dental Ceramics Ltd. The UK price list means R-Tech Dental Ceramics Ltd's price list for the UK at the time the order is accepted by R-Tech Dental Ceramics Ltd.
2. These terms apply to all orders given to R-Tech Dental Ceramics Ltd by any Dentist who carries on practice in the UK.
3. Any Dentist who places an order by providing R-Tech Dental Ceramics Ltd with either a digital scan or physical impression and accompanying prescription agrees to these terms and conditions.
4. It is the responsibility of the Dentist to supply R-Tech Dental Ceramics Ltd with all the information that R-Tech Dental Ceramics Ltd requires in order to carry out the order and to comply with the Medical Devices Directive and Medical Devices Regulations.
5. Where an order is given by the Dentist in writing (whether he uses a form provided by R-Tech Dental Ceramics Ltd or not) R-Tech Dental Ceramics Ltd shall not be obliged to accept the order.
6. When R-Tech Dental Ceramics Ltd accepts an order they will make the dental device in accordance with the instructions given to R-Tech Dental Ceramics Ltd by the Dentist and in accordance with the Medical Devices Directive and Medical Devices Regulations.
7. It is the responsibility of the Dental Surgery to ensure that all impressions which are sent to the laboratory have been disinfected and R-Tech Dental Ceramics Ltd have an up to date copy of the Dental Surgery's disinfection policy.
8. R-Tech Dental Ceramics Ltd warrants 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. R-Tech Dental Ceramics Ltd reserves the right to alter materials and alloys.
9. A dental device is deemed to be acceptable once the patient has had the device fitted. Changes in shade, design or preparation after fitting will result in an additional charge.
10. Since the Dentist is responsible for deciding the suitability of the work for their patient, R-Tech Dental Ceramics Ltd gives no warranty that the dental device ordered are suitable for the use proposed by the Dentist.

11. R-Tech Dental Ceramics Ltd provide warranty on the quality of the dental device supplied as set out below on the strict understanding that it has been used in a suitable manner and for the purpose intended.

Product	Warranty Period
All Crown & Bridge Products	1 Year
Bleaching trays, Gum Shields and Retainers	3 Months

12. Under the R-Tech Dental Ceramics Ltd 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 new or altered preparations.
13. R-Tech Dental Ceramics Ltd does not provide a guarantee for any work where there has been a significant period of time between the initial impression being taken and fit of the completed dental device. In instances where a device has been completed by the laboratory but has not been fit by the prescribing Dentist, should the device not fit then a remake charge would be applicable.
14. No guarantee can be given for the durability of resin bonded bridges (Maryland/Rochette type.) We do however give a guarantee against porcelain fracture.
15. R-Tech Dental Ceramics Ltd accepts the responsibility placed on it by law for personal injury or death. The Dentist agrees that before using any dental device supplied by R-Tech Dental Ceramics Ltd, they will inspect the dental device and satisfy themselves that the dental devices is free from defects and suitable for the purpose for which the dentist wishes to use them.
16. All costs of treatment (whether original or remedial) shall, as between R-Tech Dental Ceramics Ltd and the Dentist, be met by the Dentist.
17. The work will be carried out by R-Tech Dental Ceramics Ltd in a reasonable time as set out below having regard to the availability of labour and supplies.

Product	Number of Days Between Appointments
Crown and Bridge work & Splints, Bleaching Trays, Mouthguards & Essix Retainers e.Max, Zirconia, Porcelain bonded, Veneers, Dentine bonded crowns, Composite Inlays	7 days
Precious Metal Crown & Bridge work	10 days

18. R-Tech Dental Ceramics Ltd will endeavour to meet requests for urgent cases but the order must be confirmed by telephone. Any case that is required in a shorter time than those stated above will be charged an express fee. This charge is at the discretion of the laboratory based on the current work capacity and ability to complete the work.
19. A collection and delivery service will operate on a daily basis. A postal delivery service may be offered to dental practices outside of our local delivery area. Delivery and collections times may vary and cannot be guaranteed to be the same each day where circumstances beyond our control affect our drivers.
20. R-Tech Dental Ceramics Ltd shall not be responsible for any delay in meeting the order that is caused by force majeure or by any other matter outside of R-Tech Dental Ceramics Ltd's immediate control such as couriers, illness, traffic or road closures.
21. The goods shall be at carrier's risk during transit, if the goods are received damaged or incomplete, the Dentist must notify R-Tech Dental Ceramics Ltd in writing within 3 days of receipt. If the goods are not delivered, the Dentist must notify R-Tech Dental Ceramics Ltd of their non-delivery within 2 days of the order. If this notice is not received by R-Tech Dental Ceramics Ltd within the time specified the Dentist shall have no claim against R-Tech Dental Ceramics Ltd 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.
22. All prices quoted are per single unit. This means, for example, a single porcelain bonded crown will be priced as one single unit, and a bridge restoring four teeth will be priced as four units.
23. The Dentist shall pay for the dental devices and services provided by R-Tech Dental Ceramics Ltd in accordance with R-Tech Dental Ceramics Ltd UK price list, within 20 days of monthly statement. If the goods or services do not appear in the UK price list the Dentist shall pay the price agreed with R-Tech Dental Ceramics Ltd.
24. Prices shown on the UK Price list include all applicable United Kingdom taxes and carriage and insurance to the Dentist at an address in the UK.
25. If any account for work done remains unpaid beyond the 20 days following monthly statement, the Dentist shall pay R-Tech Dental Ceramics Ltd interest on all sums unpaid at 10% per month from 20 days after the date of the statement, and 20% after 60 days of the date of the statement, 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.
26. No title is to pass to the Dentist until the full agreed purchase price has been paid to R-Tech Dental Ceramics Ltd.

27. All money received by the Dentist through disposal of goods are to belong to R-Tech Dental Ceramics Ltd in equity and are to be paid into a separate bank account and held on trust for R-Tech Dental Ceramics Ltd until the agreed price has been paid in full to R-Tech Dental Ceramics Ltd.
28. The Dentist warrants to R-Tech Dental Ceramics Ltd that he is the principal or one of the principals of his practice or that they are duly authorised by one or more of the principals to enter into the contract. The Dentist shall in any event be personally liable for the payment of all sums due to R-Tech Dental Ceramics Ltd in respect of the work or orders in addition to any other person who may be liable.
29. 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.
30. In the unlikely event of any complaints, please submit these in writing, and they will be dealt with in accordance with our complaints handling procedures.