

Terms & Conditions



1. Introduction

These Terms and Conditions govern all services provided by Platinum Smiles Dental Laboratory (“the Lab”, “we”, “us”, “our”) to its clients (“the Client”, “you”, “your”). By placing an order with us, you agree to be bound by these terms.

2. Services

We provide dental laboratory services including, but not limited to:

- Crown and bridge work (Metal-free restorations)
- Dentures (full and partial)
- Orthodontic appliances (Laminates)

All work is carried out based on prescriptions and instructions provided by the Client.

3. Orders and Prescriptions

- All cases must be accompanied by a valid prescription compliant with applicable dental regulations.
- The Client is responsible for ensuring all information, impressions, and digital scans are accurate and complete.
- We are not liable for errors resulting from incomplete or incorrect instructions.

4. Turnaround Times

- Standard turnaround times will be communicated upon order placement.
- Delays caused by incomplete submissions, remakes, or external factors are not the responsibility of the Lab.
- Express services may be available at additional cost.

5. Pricing and Payment

- Prices are outlined in our current price list and may be updated periodically.
- Payment terms: 30 days from invoice date.
- Late payments may incur interest and/or suspension of services.
- In the event that outstanding balances remain unpaid following written or email correspondence without satisfactory resolution, the Laboratory reserves the right to instruct a third party to recover the amounts due.

6. Delivery and Risk

- We offer delivery within a 15-mile radius of our laboratory. For locations outside this area, cases will be dispatched via postal or courier services, and a charge of £10 per shipment will apply.
- Risk transfers to the Client upon dispatch.
- We are not responsible for delays or losses caused by third-party couriers.

7. Remakes and Adjustments

- Remakes due to Lab error will be corrected at no additional cost.
- Remakes due to inaccurate impressions, bite registrations, or prescriptions may incur charges.
- All remake requests must be submitted within 14 days of delivery.

8. Warranty

- We provide a warranty period of 12 months on applicable restorations, subject to normal use.
- Warranty does not cover:
 - Normal wear and tear
 - Damage due to misuse or poor oral hygiene
 - Clinical failure unrelated to laboratory workmanship
 - Immediate replacements

9. Liability

- Our liability is limited to the cost of the dental appliance supplied.
- We are not liable for any indirect, consequential, or clinical damages.
- The prescribing dentist retains full responsibility for patient care and clinical outcomes.

10. Compliance and Materials

- All materials used comply with relevant UK and EU medical device regulations.

11. Data Protection

- We handle all personal and patient data in accordance with applicable data protection laws, including GDPR.
- Information is used solely for the purpose of fulfilling orders and maintaining records.

12. Intellectual Property

- All designs, workflows, and proprietary processes remain the property of the Lab unless otherwise agreed.

13. Termination

- We reserve the right to refuse or terminate service to any Client in cases of non-payment, misuse of services, or breach of these terms.

14. Amendments

- These Terms and Conditions may be updated at any time. The latest version will always apply to new orders.

15. Governing Law

- These Terms and Conditions are governed by the laws of England and Wales.
- Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

16. Contact Information

Platinum Smiles Dental Laboratory

[Business Address]

07955218000

pbarrett@platinumsmiles.co.uk

Last updated: [Insert Date]



**PLATINUM
SMILES**
DENTAL LABORATORY