



## Terms and Conditions of Business

The Terms and Conditions of Business refer to all trading between Incydental Ltd, Unit 12 Devonshire Business Park, 70 Eldon Street, Sheffield, S1 4GT and the Dentist, Laboratory or any customer (known as 'Client') in relation to custom made dental appliances produced by Incydental.

### Product Guarantee

Incydental guarantees that all work will be made using the best methods and materials possible. All private work is offered a 5 year guarantee (this excludes any products which develop a defect arising from incorrect prescription or fitting. It is also invalid if the patient does not attend regular check-ups or has poor oral health. If our product becomes damaged due to physical trauma (such as the patient engaging in contact sport) this also invalidates the guarantee).

### Product Liability

Incydental manufactures appliances to the specification supplied by the client. When the client fits this appliance into a patient's mouth they are accepting that Incydental have produced this appliance to their specification and satisfaction. Incydental cannot offer a guarantee on any appliance which has been created using a faulty model. This will be flagged up with the dentist when it is cast and a new impression may be required. If the dentist continues to progress the case using the faulty model, any remakes or adjustment will incur charges. If any mistake is made in the appliance which is due to Incydental, the situation will be fixed as quickly as possible, with no charge to the dentist. Incydental will not however compensate dentist's fees or expenses of any kind.

### Product Liability – Remake Policy

The finished dental appliance which fits the model produced by the impressions supplied by the client and created to meet the specifications on the lab ticket but subsequently has to be remade is not considered a "Remake". This includes work which is completed in stages with the responsibility for correct fitting at each stage being with the dentist and any issues promptly reported. The remake fees are shown below:

		Shade Change		Porcelain Adjustment
Standard	Impression Fault	Wrong shade	Adjustment	Addition/re-glaze
Basic	100%	100%	50%	£20
Independent	50%	100%	50%%	£20
Custom	FOC	50%	FOC	FOC

### Impression Faults

Incydental reserves the right to charge £10 should an impression be received of poor quality which cannot be used. If the client wishes to proceed using an inferior impression after this has been communicated to them, they take full responsibility for the finished result and Incydental will expect full payment even if the product does not fit the patient.

Incydental has the right to charge £20 for all impressions which are provided by the dentist and have not been correctly decontaminated and/or blood is present on the impression.

#### Financial Settlement

All accounts must be settled within 30 days from the date of the statement. Incydental may charge interest at 8% on any accounts which are not paid within 30 days of the statement being issued. Should any legal fees be required to collect an unpaid balance, these may be charged to the client.

#### Other Terms and Conditions

- All prices are in pound sterling
- Prices are subject to change without prior notice
- Prices shown are applicable to UK mainland only
- Surgery visits are charged at £60 per hour upon leaving the laboratory
- Shades which are taken at the Laboratory will be charged at £30
- All work is carried out by GDC registered technicians only
- No work is outsourced to China or any other country
- Incydental may charge an express fee for cases which are required sooner than the standard turnaround.
- Incydental will despatch work to reach the client on the date specified on the lab ticket. If this is not possible for any reason they will be notified immediately and the work delivered at the soonest opportunity. Incydental will not compensate dentist's fees, losses or expenses should this occur.