



TDK LAB

Terms and Conditions of Service

These Terms and Conditions (“Terms”) constitute a binding agreement between **TDK Lab** (“the Laboratory,” “we,” “us,” or “our”) and the prescribing dental practitioner or dental practice (“the Client,” “you,” or “your”). By submitting a case, you agree to be bound by these Terms.

1. Turnaround Time, Collection, and Delivery

1.1 The standard turnaround time shall be **fourteen (14) days**. Delays caused by postal or courier services are beyond the control of the Laboratory, and the Laboratory accepts no liability for any delay attributable to such third-party services.

1.2 Where the Client requests **Premium Express Service**, the Client hereby acknowledges and agrees that additional fees and delivery charges shall automatically apply. Such charges shall be calculated by the Laboratory in accordance with the return date specified by the prescribing dentist.

1.3 The Laboratory may, at its sole discretion, provide a complimentary collection and delivery service via Royal Mail or FedEx. Such service shall only be available subject to confirmation of availability by the Laboratory and upon the Client achieving a minimum monthly order value of £5,000.

2. General Work and Remakes

2.1 All cases are guaranteed to fit the model derived from the impression or scan provided by the Client.

2.2 All work shall be undertaken strictly in accordance with the written instructions set out on the accompanying docket.

2.3 Should a completed case not comply with the Client’s instructions, the Laboratory shall, at its discretion, adjust or remake the case without additional charge.

2.4 Cases terminated for any reason shall be charged in full if completed (irrespective of dispatch status). If partially completed, the case shall be charged at fifty percent (50%) of the full fee.

2.5 If, in the opinion of the Laboratory, an impression or scan is unsuitable, the Laboratory shall request a replacement. If the Client instructs the Laboratory to proceed notwithstanding such unsuitability, the Laboratory shall not be liable for any resultant defect, and any subsequent remake shall be chargeable in full.

2.6 In the event a remake is required but the instructions and/or preparations differ from the original prescription, the remake shall constitute a new case and shall be charged accordingly.



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2.7 When returning a case for alteration or remake, the Client must return the original impressions, scans, models, and restoration, together with any new impressions or scans if applicable. Failure to provide the foregoing shall result in the case being deemed a new case, and both cases shall be chargeable.

2.8 Once work has been fitted to a patient, it shall be deemed accepted by the Client and shall be payable in full.

2.9 Where restorations fit the original model but fail to fit a subsequent impression, any remake shall be charged in full.

2.10 Where the Client returns a case without requesting a remake, the Client must return all relevant materials (including dockets, models, preps, trays, and restorations) together with a written justification. The case shall be assessed by a Technical Manager, and a credit may be issued only where the Laboratory determines that the fault is attributable to the Laboratory.

2.11 Under no circumstances shall the Laboratory accept liability for the loss of surgery or chairside time.

2.12 The Client shall be solely responsible for prescribing materials, alloys, and devices in accordance with all applicable regional laws and regulations.

3. Guarantees

3.1 All guarantees provided herein shall apply only to the appliance itself and shall not extend to any associated dental treatment.

3.2 Economy Crown & Bridge work shall be guaranteed for a period of **one (1) year**. Premium Crown & Bridge work shall be guaranteed for a period of **five (5) years worldwide**. In the event of appliance failure within the applicable guarantee period, the Laboratory shall remake the appliance at no charge, provided the original instructions are followed. No guarantee shall apply to any corresponding dental treatment.

3.3 Owing to their inherent characteristics, removable appliances shall be expressly excluded from any guarantee.

3.4 Additions, modifications, or alterations to any appliance shall not be covered under any guarantee.

4. Payment Terms

4.1 Payment shall be made in full within **ten (10) days** of the statement date.

4.2 Failure to make full payment within ten (10) days shall result in the forfeiture of all discounts applied to the relevant invoice.

4.3 The Laboratory reserves the right to withdraw any discount or promotional offer without prior notice.



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