



**SIMPLY
CROWN
& BRIDGE**

TERMS AND CONDITIONS

Simply Crown and Bridge Ltd,
198 Cambridge Road,
Kingston Upon Thames,
Surrey KT1 3LF. Company No. 4622282.



Promoting British
Dental Technology



**SIMPLY
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& BRIDGE**

Telephone: 02085 494 836

Terms and Conditions of Trade

1. General work

- 1.1 All cases are guaranteed to fit the model based on the impression and digital scan provided, unless obvious flaws or omissions are visible.
- 1.2 New impressions or scans will be requested if scan or impression is deemed unacceptable. If the prescribing dentist asks to continue with the original impression or scan, any subsequent remakes will be charged for.
- 1.3 All work is completed to the instruction provided in the prescription via scan or docket.
- 1.4 Should the case not reflect the given instructions we will adjust or remake the case free of charge.
- 1.5 Terminated cases, for any reason, will be subject to a full charge if the case is completed (regardless of despatch status). If the case is yet to be completed, it will be charged at 50%.
- 1.6 When a remake is required, if the remake instructions and/or preparation differ from the original, it will be treated as a new case and both cases will be charged for.
- 1.7 When sending a case back for alterations or to be remade, please send back the original impressions, models and restoration as well as a new impression or scan. Failure to do so will result in the case being treated as a new case, and both will be charged for.
- 1.8 Once work is fitted, it is considered accepted and must be paid for.
- 1.9 Remake cases will be charged if they fit the original model but not the remake impression or scan.
- 1.10 Simply Crown and Bridge Ltd does not accept liability for any loss of surgery time under any circumstances.
- 1.11 The dentist takes full responsibility for prescribing the correct materials/alloys in accordance with their regional regulations.

2. Turnaround Time & Collection/Delivery

- 2.1 A standard turnaround for all crown and bridge work is 10 working days, unless a specific service is booked.
- 2.2 A fast Track service (5 working days) is available at a 10% surcharge.
- 2.3 A Priority services (3 working days) is available at a 30% surcharge.
- 2.4 Express service must be booked in advance. Please contact us to confirm availability.
- 2.5 For cases sent by post, 10 working day turnaround begins from the day the case is received by our lab.

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2.6 While we provide free postal envelopes, Simply Crown and Bridge Ltd is not responsible for postal delivery times. For guaranteed return we recommend using a next-day delivery service.

2.7 The prescribing dentist is responsible for ensuring that the correct dates are recorded on dockets and scans.

3. Guarantees

3.1 Guarantees are subject to the reason for failure and apply only to manufacturing defects.

3.2 Removable appliances are not covered by any guarantee due to their nature.

3.3 Crown and bridge work is covered by 5-year guarantee. Guarantee cards are issued with the case upon delivery.

4. Cross Infection

4.1. As per GDC and BDA Good Practice guidelines, all impressions must be free from blood, disinfected and all cotton pads removed before sending.

4.2 If the case is received in an unsanitary condition, we reserve the right to return it unfinished and will contact the prescribing dentist.

4.3 Dockets must be placed outside the bag containing impressions and stapled above the seal to prevent disinfectant leakage. Wet dockets pose a health and safety risk, and such cases may be returned unfinished.

4.4 Any wax up stents or other lab items that have been in the patient's mouth must be disinfected before being returned to us.

4.5 Restorations sent by Simply Crown and Bridge Ltd are not sterile.

5. Terms of Payment

5.1. Unless otherwise agreed in writing, payment is due within 30 days of the statement day.

5.2. We reserve the right to withhold the case deliveries if the payment is outstanding for 60 days or more.

5.3. We reserve the statutory right to claim interest, fixed compensation, and reasonable recovery cost under the Late Payment of Commercial Debts (Interest) Act 1998 if payments are not received within agreed credit terms.

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- 5.4. For avoidance of doubt, interest will be charged daily on overdue amounts at a rate of 8% above the Bank of England base rate in force at the time, alongside fixed compensation costs per overdue invoice ranging from £40 to £100 depending on the size of the debt.
- 5.5. Any discount or promotion offers may be withdrawn at any time without notice.