



Dental Smile Designers

Implants | Ceramics | Orthodontics

5444 8297

www.dentaldesigners.com.au
cases@dentaldesigners.com.au

IMPORTANT: Please phone ahead to book case in to ensure finish date. Any questions? Please call us on **5444 8297**

SMILE DESIGN, WAX-UP & NIGHT GUARDS

DATE

DUE DATE BY 5 PM

PATIENT APPT DATE & TIME

CASE NR.

PRACTICE

DENTIST

PATIENT

1. JOB DESCRIPTION

2. ENCLOSURES

☐ SPLINTS

☐ NIGHT GUARDS

☐ WAX-UP

☐ DIGITAL SMILE DESIGN



TERMS AND CONDITIONS

DEFINITIONS

1. These are the terms and conditions of Dental Smile Designers, Bright Smiles Laboratories PTY LTD AFT Bright Smiles Laboratories Trust (ABN 95 931 920 377) herein after referred to as 'Dental Smile Designers', 'us', 'our', or 'it'.
2. Dental Smile Designers reserves the right to add to, delete or change these terms at any time. Any changes to our terms and conditions will be published on our website at www.dentaldesigners.com.au and you should refer to the website from time to time for any such changes.

ACCEPTANCE

1. Any instructions received by Dental Smile Designers from the customer for the supply of Dental Smile Designers manufactured devices shall constitute acceptance of the terms and conditions contained herein.
2. Upon acceptance of these terms and conditions by the customer, the terms and conditions are binding and can only be amended with the written consent of Dental Smile Designers.

CREDIT TERMS

1. Dental Smile Designers reserves the right not to accept laboratory work services from a customer.
2. Dental Smile Designers reserves the right to provide credit to customers, and can be withdrawn at any time.
3. Dental Smile Designers reserves the right to request payment in advance from a customer.
4. Where Dental Smile Designers has provided credit to a customer, invoices are due for payment thirty (30) days from the statement date. ADL reserves the right to charge administration and interest charges for any outstanding balances over 30 days.
5. It is the responsibility of the customer to monitor the level of credit given to them.
6. Payments can be made by credit card, electronic funds transfer or cheque. Credit card will incur a 2% surcharge. We do not accept American express.

SERVICE AND HANDLING

1. The customer is responsible for the safe and timely delivery of jobs sent to Dental Smile Designers for processing and manufacture. Dental Smile Designers takes no responsibility for jobs that are delayed, damaged or lost in transit to Dental Smile Designers.
2. Dental Smile Designers will charge a \$6.60 (inclusive of GST) handling fee to all cases invoiced. Dental Smile Designers reserves the right to increase this charge at any time if our costs associated are increased.
3. Dental Smile Designers normal turnaround times for jobs is approximately 14 in-lab days, this time period will depend on the product prescribed for manufacture, this time is from when Dental Smile Designers receives the package. This turnaround time guide is conditional on there being no delays as a result of factors beyond Dental Smile Designers control. Cases which require technical queries from Dental Smile Designers technical services team specifically relevant to the progression of a case may result in the case taking longer, in such cases, we will always notify you or the practice in advance.
4. An express turnaround is available for certain products on request Please speak to the lab in advance for express cases to make sure it is possible with the product or service you have requested.
5. Dental Smile Designers is responsible for the delivery of the completed work back to the customer. We use a national network of 3rd party express next day courier services. Dental Smile Designers warns that they cannot control unforeseen delays caused by courier services.
6. Dental Smile Designers reserves the right to not proceed with cases if one of our trained technicians believes the impression provided from the customer is not of a certain standard. If a new impression is needed Dental Smile Designers will charge an additional pickup charge of \$6.60 (inclusive of GST). Should the customer prefer to proceed we will pour the model in our boutique laboratory where we will attempt to define the margins and attempt to remove any imperfections (drags) to the best of our ability. This service will incur a \$50 surcharge. Dental Smile Designers then reserves the right to not honour a warranty if the case is insisted to be continued by clinician.
7. Implant components which have been paid for by Dental Smile Designers will be charged a 10% handling fee. Handling fee is calculated on top of any freight or additional charges Dental Smile Designers incurs

in receiving components and calculated using the listed price given to Dental Smile Designers by specific suppliers. To avoid this charge, Dental Smile Designers can order on behalf of dentist onto their accounts. Please provide Dental Smile Designers with the relevant account details so we can add to your customer file.

8. It is the responsibility of the dentist to ensure that the product ordered is suitable for its intended use by you and to the fullest extent permitted by law. Dental Smile Designers is not liable to you for any product you order which is unsuitable for your intended use.

PRICE AND PAYMENT

1. The price of Dental Smile Designers products and services you may offer to purchase from us are described in our fee schedule. Prices are subject to change without notification.
2. Dental Smile Designers may change any aspect of the price list at any time without prior notice. It is the customer's responsibility to check the price list before placing an order with us.
3. Dental Smile Designers is responsible for the delivery of completed work back to the customer.
4. GST and other taxes will be added to the price of relevant products and services in accordance with legislation and taxation guidelines.
5. Dental Smile Designers prices will increase in line with CPI on an annual basis. These price changes will take effect on the 1st of July each year.

WARRANTY

1. Dental Smile Designers offers a warranty on all crown and bridge work (except veneers, inlays or onlays) against defects in workmanship and materials that occurred as a result of the manufacturing process (warranty).
2. If unsatisfactory material performance is experienced within the service warranty period, the repair or replacement of the device, excluding clinical costs, is covered. The new item will be made to the identical specifications as the original product instructed by the customer. Alternative materials will not be accepted. The warranty will be subject to the following conditions calculated from the date of our invoice:
 - i. The warranty is valid for the following products only – PFM crowns: 12 month warranty, Full cast crown: 12 month warranty; E.max Press: 12 month warranty; Zirconia Monolithic crowns: 12 month warranty; Zirconia layered crowns: 12 month warranty on framework; 12 month year warranty on complete restoration.
 - ii. The damaged product must be returned to Dental Smile Designers for inspection by one of our trained technicians.
 - iii. Dental Smile Designers has full discretion whether the products are deemed faulty and whether a full or partial refund, or replacement of the product will be provided.
 - iv. The warranty extends to the replacement product provided except where, in the opinion of Dental Smile Designers and its trained technicians that the material selected by the customer has a higher chance than normal of fracture or defect.
 - v. The product will be remade for the customer in accordance with above clauses, not included is the semi-precious or precious metals or an implant components associated with the case
 - vi. All original alloy (if applicable), original device and original models must be returned to the laboratory.
 - vii. There is no written warranty on any removable prosthodontic products such as mouth guards, dentures, splints, orthodontic appliances or any other type of product supplied by Dental Smile Designers.
 - viii. Warranty is not transferable
 - ix. The warranty is offered to dentists who have sourced the products from Dental Smile Designers and is not intended to exclude or limit any right or remedies a consumer has under the Australian Consumer Law.

Signature: _____ Date: _____

GENERAL

1. These Terms are governed by the laws of Queensland. No action or proceeding may be commenced or maintained in relation to the site, the Services or these Terms except in a court of appropriate jurisdiction in the Commonwealth of Australia