



PRIME PRECISION
— DENTAL LABORATORY —

Terms & Conditions

Prime Precision Dental Laboratory Ltd

Last Updated: 01/11/2025

1. Introduction

These Terms and Conditions (“Terms”) apply to all services provided by **Prime Precision Dental Laboratory** (“the Laboratory”, “we”, “us”, or “our”) to dental professionals, practices, and clients (“the Client”, “you”, or “your”).

By submitting a case, order, or prescription to us, you agree to these Terms in full. These Terms supersede any other written or verbal agreements unless expressly agreed in writing by both parties.

2. Services

We manufacture and supply custom-made dental appliances, restorations, and other laboratory products in accordance with the written prescriptions provided by qualified dental professionals.

All work is produced in compliance with the **UK Medical Devices Regulations 2002 (as amended)** and carries the appropriate conformity markings.

3. Orders and Case Submissions

- Each case must be accompanied by a **completed and signed prescription form** (or digital prescription) from a registered dental practitioner.
 - The accuracy of impressions, models, scans, and instructions is the responsibility of the prescribing dentist.
 - Work will not commence until all required information is received. Incomplete or unclear prescriptions may lead to delays or additional charges.
 - Standard turnaround times are estimates and not guaranteed. Complex or customised work may require longer periods.
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4. Prices and Payment

- Prices are set out in our current **Price List**, available on request, and are subject to change without prior notice.
 - Unless otherwise agreed in writing, payment is due **30 days from the date of invoice**.
 - We reserve the right to charge interest on overdue accounts at **8% per month** in accordance with the **Late Payment of Commercial Debts (Interest) Act 1998**.
 - All goods remain the property of Prime Precision Dental Laboratory until full payment has been received.
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5. Delivery and Collection

- Delivery times are indicative and not guaranteed.
 - The Laboratory is not responsible for delays caused by postal or courier services.
 - Risk in the goods passes to the Client upon delivery or collection, but title remains with the Laboratory until payment is made in full.
 - The Client is responsible for ensuring that all items sent to the Laboratory are properly disinfected and packaged.
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6. Remakes, Adjustments, and Returns

- If an error is made by the Laboratory, the work will be remade or adjusted **free of charge**.
- If the error results from inaccurate impressions, insufficient instructions, or prescription changes after fabrication, the remake will be charged at the full or partial rate.
- All remake or adjustment claims must be made within **30 days** of the invoice date.
- Returned items must be sterilised and accompanied by a detailed note of the issue.

7. Warranty and Liability

- The Laboratory warrants the quality and materials of its work for:
 - **2 years** for fixed restorations (e.g., crowns, bridges).
 - **6 months** for removable prosthetics (e.g., mouthguards).
 - This warranty covers manufacturing defects only and does **not** extend to:
 - Defects arising from inaccurate impressions, occlusal issues, or prescription changes.
 - Damage or failure due to misuse, neglect, or normal wear.
 - Clinical time, fitting, or consequential losses.
 - The Laboratory's total liability shall not exceed the invoice value of the work in question.
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8. Client Responsibilities

- The Client must ensure that all prescriptions comply with **GDC** (General Dental Council) and **MHRA** (Medicines and Healthcare products Regulatory Agency) requirements.
 - All impressions, models, and appliances must be disinfected before dispatch.
 - The Client must obtain informed patient consent for all dental devices and retain patient records in accordance with UK GDPR requirements.
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9. Data Protection and Confidentiality

- We comply fully with the **UK GDPR** and **Data Protection Act 2018**.
 - Patient data is handled securely and used only for the purpose of fulfilling the prescribed laboratory work.
 - We do not share patient or client data with third parties except as required by law or to fulfil the contract (e.g., shipping providers).
 - Clients are responsible for the secure transmission of digital files and patient data.
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10. Force Majeure

We are not liable for delays or failure to perform any obligation under these Terms due to causes beyond our reasonable control, including but not limited to industrial disputes, equipment failure, courier delays, or natural events.

11. Amendments

Prime Precision Dental Laboratory reserves the right to revise or amend these Terms and Conditions at any time. The latest version will be made available upon request or published on our official website.

Thank you for your continued support