

Attach Dentist
Address Label Here

(Request more labels: info@costech.co.uk)

2 Patient Details

Patient Code: (Provided by Dentist)

Patient's Name:

Date Required: Fit Date: Fit Time:

Bar Code

☐ **RUSH THIS CASE** SEE OVERLEAF FOR FULL DETAILS.

Job ID: (Office Use Only)

3 Shade & Notation

Vita Shade

Stump Shade

Pontic Design

Collar and Metal Design

Occlusion

Tight 0.5mm 1.0mm 1.5mm

4 Restoration & Material Type

☐ Crown/ ¾ Crown ☐ Onlay ☐ Maryland Bridge ☐ Implant (Please give further details in the Implants section on the next page)

☐ Bridge ☐ Veneer ☐ 1 Wing ☐ 2 Wings

☐ Inlay ☐ Post & Core **Important! Indicate Material Below**

Premium

Zirconia

☐ ZirconArch® (Zirconia With Aesthetic Overlay)

☐ Uni-Zirc™ (Aesthetic Full Contour Zirconia)

☐ BruxZir® (Ultra Strong Zirconia)

All Ceramic

☐ LiSi (Lithium Disilicate) **NEW**

☐ e.max® (Lithium Disilicate)

☐ G-CAM (Graphene Nano-Reinforced Biopolymer)

☐ Eli-Temps (PMMA Acrylic Temporary)

☐ Elite Veneers (e.max® With Porcelain Overlay)

PFM & Full Metal

☐ PFM (Porcelain Bonded)

☐ Non-Precious

☐ Semi-Precious

☐ Full Metal

☐ Non-Precious

☐ White Semi-Precious

☐ Yellow 2% Gold

☐ 40% Gold

☐ 60% Gold

☐ Other (Please give details)

Economy (Previously NHS)

☐ Monolith (Full Contour Zirconia)

☐ PFM (Porcelain Bonded)

☐ Non-Precious ☐ Semi-Precious

☐ Composite

☐ Full Metal

☐ Non-Precious ☐ Semi-Precious

☐ 40% Gold ☐ 60% Gold

Single Shade / No Staining



DO NOT PACK WITH WET IMPRESSIONS This may result in delays

Implants

Implant Type

- ☐ Cement Retained
- ☐ Screw Retained

Brand

System

Platform Size

Implant Notes

Laminates

- ☐ Anti-Snoring Device **NEW**
- ☐ Whitening Trays
- ☐ Standard ☐ With Reservoirs
- ☐ Michigan Splint
- ☐ Essix Retainer
- ☐ Soft Night Guard
- ☐ Hard Night Guard
- ☐ Bilaminate Night Guard

- ☐ Basic Sports Guard
- ☐ **Saber Protect** Custom Mouth Guard
- ☐ Level 1
- ☐ Level 2
- ☐ Level 3
- ☐ Level 4

Saber White

☐ **Saber White Combo Kit** (Home Kit + Whitening Tray Set - U&L) **£60 inc VAT**

☐ + Reservoirs

☐ **Whitening Refill Syringe** (Bulk discount on 20+ syringes) **£7.20 inc VAT**

Qty

Instructions

Instructions

If Not Enough Occlusal Clearance:

- ☐ Contact before proceeding
- ☐ Metal Island (PFM Only)
- ☐ Mark opposing for adjustment at fit

For Technical Queries:

- ☐ Message me on the App/Portal
- ☐ Contact Reception
- ☐ Email me:.....
- ☐ Call me:.....

CUSTOM-MADE DEVICE Certified as conforming to the Medical Device Directive

This is a custom-made medical device that has been manufactured to satisfy the design characteristics and properties specified by the prescriber for the above-named patient. This medical device is intended for exclusive use by this patient and conforms to the general safety and performance requirements specified in Annex I of the Medical Devices Regulations. This product has been manufactured by either or both Costech or Laxmi Dental Laboratory (based at Kandivali West, Mumbai, India) with final inspection completed by Costech acting as UK responsible person.

In the event that the prescriber has supplied some of the materials for incorporation in a particular custom made dental appliance then this appliance cannot be guaranteed to fully meet with the applicable relevant essential requirements.

Download Patient Statements: costech.co.uk/patientstatement

Please note these items are NOT sterile. MHRA Registration: 11224

The grounds for placing such a device on the market is that the risk of compromising the patient's health and safety by using materials supplied by the prescriber is assessed as minimal. This risk assessment relies upon a duly qualified medical practitioner's competence and duty to supply materials that is either from a CE marked source or from an appropriate European Competent Authority registered manufacturer of custom-made medical devices.

To enable our dental laboratory to comply with the Medical Devices Regulations for Post Market Surveillance, please inform us of any feedback or issues regarding the enclosed device(s) as soon as possible.

Q.C. APPROVAL

Turnaround Times

Work starts from day of booking in. **Please allow time for postal and delivery services.**

In-Lab (Monday - Friday)	ANALOGUE	DIGITAL Scans Received by 11am
C&B: All Ceramic/Zirconia/Full Metal	8 Days In-Lab	5 Days In-Lab
C&B: Porcelain Fused To Metal (PFM)	8 Days In-Lab	7 Days In-Lab
Laminates	6 Days In-Lab	5 Days In-Lab
Implants*	10 Days In-Lab	10 Days In-Lab
Clear Aligners	10 Days In-Lab	10 Days In-Lab

Turnaround times may be extended for cases featuring one or more of the following:
4+ units, non-homogenous materials or multiple material types.

PROSTHETICS	ECONOMY	PREMIUM/+
All Acrylic Stages**	8 Days In-Lab	4 Days In-Lab
Chrome Try In*	–	9 Days In-Lab
ComFlexin Finish*	–	14 Days In-Lab
Repairs* (Delivery)	–	Next Day
Repairs* (Postal)	–	1 Day In-Lab
Additions*	–	1 Day In-Lab

* Please allow extra time for complex cases ** Postal charges (per stage, per job) apply

Need It In A Rush?

Express Turnaround

£10 per unit per day

Visit costech.co.uk/express for our quickest turnaround times & prices

PORTAL

- 1 Direct communication
- 2 Case tracking with status
- 3 View entire account history
- 4 Download patient statements
- 5 Review case costs

Rate Every Case ★★★★★

When you see this symbol on the portal
you can rate the job with an optional comment.



portal.costech.co.uk

Terms and Conditions

1. Turnaround Time And Collection/Delivery

- 1.1 Please see in-lab working times on rear of docket for turnaround times and rush charges, please note that this does not include time in transit to/from the laboratory.
- 1.2 By ticking the 'Rush This Case' box you agree for rush fees and delivery charges to be automatically applied to this case. CosTech Dental Lab will calculate all charges in accordance with the 'fit date' and 'fit time' indicated by the dentist.
- 1.3 CosTech offers a free pickup and delivery service in local areas, please call for availability.

2. General Work And Remakes

- 2.1 All cases are guaranteed to fit the model based on the impression/scan provided.
- 2.2 All work is completed to instructions written on the docket.
- 2.3 Should a finished case not reflect the given instructions, we will adjust or remake the case free of charge.
- 2.4 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 half-charged.
- 2.5 If we deem an impression/scan to be unacceptable we will request new impressions/scans to be taken. If the prescribing dentist asks us to continue with the original impression, any subsequent remakes will be charged for.
- 2.6 When a remake is required, if the instructions and/or preparation differ from the original prescription, it will be treated as a new case and both cases will be charged for.
- 2.7 When sending a case back for alterations or to be remade, please send back the original impressions/scans, models and restoration as well as new impressions/scans if required. Failure to do so will result in the case being treated as a new case, and both will be charged for.
- 2.8 Once work has been fitted, it is considered accepted and must be paid for.
- 2.9 Remake cases will be charged if restorations fit the original model, but not the remake impression.
- 2.10 If you return a case but do not wish a remake, all dockets, models, preps, trays and restorations must be returned with a written justification. A technical manager will assess the case and a credit may be issued only if all elements necessary are returned and if a fault is proven to be CosTech responsibility.

5. Cross Infection

- 5.1 As per GDC and BDA Good Practice guidelines, all impressions must be free from blood, disinfected and all cotton pad removed before sending.
- 5.2 Should we receive a case which we believe not to have been disinfected, we will contact the dentist, and possibly return the case unfinished.
- 5.3 Dockets must be placed outside the bag containing the impressions and stapled above the seal line to avoid leakage of disinfectant. We reserve the right to return unfinished cases with a wet docket since it constitutes a health and safety hazard for our staff.
- 5.4 Restorations returned by CosTech are NOT sterile.

- 3.2 Economy Crown & Bridge work carries a 1-year guarantee, Premium Crown & Bridge work carries a 5-year worldwide guarantee. Should the appliance fail within the guarantee period it will be remade free of charge to the original instructions, any corresponding dental treatment is not covered by this guarantee.

- 3.3 Due to their nature, removable appliances are not subject to guarantee.

- 3.4 Additions and alterations to the appliance are not covered by this guarantee.

4. Payment Terms

- 4.1 Payment must be received within 28 days from the statement date.
- 4.2 Failure to make full payment of all invoices within 28 days of the statement date will result in forfeiture of any discounts on that invoice.
- 4.3 Any discount offers may be withdrawn without notice.
- 4.4 Any account which enters over 1 month in arrears may be suspended until full payment is made.
- 4.5 If overdue amounts are not paid after issued reminders, the debt may be sent to court and any corresponding charges will be added to the overdue amounts.
- 4.6 Custom made items are considered an exception to standard consumer laws relating to returned goods, as such refunds will be evaluated on a case by case basis. Should a refund be granted, credit will be allocated to the account. Cash, transfer or cheque refunds will not be issued. If a return is authorised, all items must be returned in the same condition in which you received them to be eligible for a refund.
- 4.7 Any product(s) that has/have been purchased and delivered with a promotional Free Gift (including patient-targeted marketing packs), must be returned with that Free Gift to receive a full refund for the original item purchased.

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Costech is a trading name of Dentsalserve.net Ltd

Terms & Conditions are correct at time of print.
For the most up-to-date version visit costech.co.uk/terms

For information on our Cookie Policy or Data Protection, please go to Privacy Policy on our website costech.co.uk



costech.co.uk



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