



### 1 Dentist Account Details

### 2 Patient Details

**Patient Code:** (To Be Provided By Dentist)

**Job ID:** (Office Use Only)

**Patient's Name:**

Bar Code

### 3 Case Details & Due Dates

**Economy** 2wks  
(Ideal for your NHS patients)

**{my}Options** 1wk  
(Superior Teeth and a faster turnaround)

**Premium** 1wk  
(Superior Materials with Contouring)

**Premium+** 1wk  
(Senior Technician, Gum Staining & Advanced Contouring)

Important - Choose service level required

**Special Tray/Bite Block:**  U  L **Try-In:**

**Re-Try:**  **Finish:**

<b>Acrylic</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower	<b>Additions</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower
<b>Chrome</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower	<b>Reline</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower
<b>ComFlexin®</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower	<b>Repair</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower
<b>Implant</b>	<input type="checkbox"/> Upper	<input type="checkbox"/> Lower			

### 4 Shade & Notation

8 7 6 5 4 3 2 1 | 1 2 3 4 5 6 7 8

8 7 6 5 4 3 2 1 | 1 2 3 4 5 6 7 8

Vita Shade

Implant System

Design

Indicate extractions at Fit Stage  
 Circle teeth to be included at Try-In Stage

### 5 Case Tracking & Queries

**For Technical Queries:**

**Contact Reception**

**Message me on the App/Portal**

**Contact me directly**

**Email:**

**Mobile:**

Track this case [portal.costech.co.uk](http://portal.costech.co.uk)

**! DO NOT PACK WITH WET IMPRESSIONS** This may result in delays

### 6 Notes & Instructions

Date:  Notes:

**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.

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.

**Download Patient Statements:** [www.costech.co.uk/patientstatement](http://www.costech.co.uk/patientstatement)

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

Q.C. APPROVAL

# What's The Difference?

SERVICE LEVEL What To Expect	1wk Premium +	1wk Premium	1wk {my}options	2wks Economy
Brand of Teeth	Vita Physiodens	Vita MFT	Vita MFT	Centrilux/Acry Rock
Acrylic Material	High Impact	Hybrid	Basic	Basic
Fast Turnaround	✓	✓	-	-
Superior Materials	✓	✓	-	-
One Senior Technician Per Case	✓	-	-	-
Gum Staining	✓	-	-	-
Contouring	Advanced	✓	-	-
Digital Scans Accepted	✓	✓	✓	✓
Tracked Postage on All Stages	✓	✓	✓	✓

PROSTHETICS In-Lab Working Times	{my}options, Premium/+	Economy
All Acrylic Stages**	<b>4 Days</b>	<b>8 Days</b>
Chrome Try In*	<b>9 Days</b>	-
ComFlexin Finish*	<b>14 Days</b>	-
Repairs* (Delivery)	<b>Next Day</b>	-
Repairs* (Postal)	<b>1 Day</b>	-
Additions*	<b>1 Day</b>	-

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

Your Feedback is Important

## Good Or Bad We Want Your Feedback

The CosTech team takes client satisfaction very seriously and we're always interested in what we're doing right and what we could be doing better. To help us improve our service we've added a Case Feedback feature to the CosTech Portal so you can tell us how we're doing on every case.

When you see this symbol you can rank the job from 1-5 stars with an optional comment.

Give credit where it's due or tell us where we need to improve. ★★★★★

**THE PORTAL**  
Track & Communicate

- View account history
- Check case status
- Review case costs
- Download patient statements
- Raise queries

**portal.costech.co.uk**

**LOGIN TODAY & SAVE TIME**

# Terms and Conditions

## 1. Turnaround Time And Collection/Delivery

- Please see Delivery Chart for turnaround times and rush charges, please note that this does not include time in transit to/from the laboratory.
- Rush options may not be available during peak times, please call in advance to check availability.
- CosTech offers a free pickup and delivery service in local areas, please call for availability.
- Tracked courier collection is available upon request for Premium Crown & Bridge work.

## 2. General work and Remakes

- All cases are guaranteed to fit the model based on the impression/scan provided.
- All work is completed to instructions written on the docket.
- Should a finished case not reflect the given instructions, we will adjust or remake the case free of charge.
- 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.
- 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.
- 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.
- 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.
- Once work has been fitted, it is considered accepted and must be paid for.
- Remake cases will be charged if restorations fit the original model, but not the remake impression.
- 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.
- CosTech is not liable for loss of surgery time due to remakes and/or returns.
- The dentist takes full responsibility for prescribing the correct material/alloys in accordance with their regional regulations.

## 3. Guarantees

- All Guarantees cover the appliance and not the dental treatment.
- 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.
- Due to their nature, removable appliances are not subject to guarantee.
- Additions and alterations to the appliance are not covered by this guarantee.

## 4. Payment Terms

- Payment must be received within 28 days from the statement date.
- 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.
- Any discount offers may be withdrawn without notice.
- Any account which enters over 1 month in arrears may be suspended until full payment is made.
- 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.
- 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.
- 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 in order to receive a full refund for the original item purchased.

## 5. Cross Infection

- As per GDC and BDA Good Practice guidelines, all impressions must be free from blood, disinfected and all cotton pad removed before sending.
- Should we receive a case which we believe not to have been disinfected, we will contact the dentist, and possibly return the case unfinished.
- 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.
- Restorations returned by CosTech are NOT sterile.

Costech is a trading name of Dentalserve.net Ltd

Terms & Conditions are correct at time of print. For the most up-to-date version visit [costech.co.uk/terms](https://www.costech.co.uk/terms)

For information on our Cookie Policy or Data Protection, please go to Privacy Policy on our website [costech.co.uk](https://www.costech.co.uk)

**CosTech Dental Lab** 17-18 Lion Business Park, Dering Way, Gravesend, Kent, DA12 2DN  
Email: [info@costech.co.uk](mailto:info@costech.co.uk) Tel: 01474 320076

**costech.co.uk**