

What's The Difference?

SERVICE LEVEL What To Expect	1wk Premium +	1wk Premium	2wks Economy
Brand of Teeth	Vita Physiodens	Vita MFT	Centrilux/Acry Rock
Acrylic Material	High Impact	Hybrid	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	Premium/+	Economy
All Acrylic Stages**	4 Days	8 Days
Chrome Try In*	9 Days	-
ComFlexin Finish*	14 Days	-
Repairs* (Delivery)	Next Day	-
Repairs* (Postal)	1 Day	-
Additions*	1 Day	-

* 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

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

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 remake instructions and/or preparation differ from the original, it will be treated as a new case and both cases will be charged.
- 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.
- 2.11 CosTech is not liable for loss of surgery time due to remakes and/or returns.
- 2.12 The dentist takes full responsibility for prescribing the correct material/alloys in accordance with their regional regulations.

3. Guarantees

- 3.1 All Guarantees cover the appliance and not the dental treatment.
- 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.
- 3.5 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 in order to receive a full refund for the original item purchased.

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.

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)

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