

Terms & conditions

RAHNAMA DENTAL LABORATORY

Terms and Conditions

Thank you for choosing Rahnama Dental Laboratory Ltd. By placing your order with us, you agree to the following terms and conditions.

1. All products will be manufactured on the master model poured from the original impression supplied by the customer, and they are created according to the specifications from the lab sheet.

2. Rahnama Dental Laboratory Ltd is not responsible for the suitability of the specification from the lab sheet, nor for the inappropriate use, cleaning or handling of the products.

3. The laboratory will return impressions that do not appear to have been cleaned and disinfected appropriately and will charge your account by £10 to cover the postage and packaging costs.

This charge will also be applied for any impressions sent to us by mistake that require to be returned to the sender or any other address.

4. Product Acceptance.

By fitting the appliance, the client accepts that the laboratory has produced the appliance to the specification and satisfaction of the client. Products not returned or rejected within 15 business days of receipt are also deemed to be accepted.

5. Warranty.

We guarantee your satisfaction with the workmanship and materials of our products for a period of five (5) years for all fixed restorations.

We will replace or repair any defective restorations, subject to these terms and conditions and if we fail to do so we shall give a full refund.

We will not:

(1) Give a cash refund for work completed, (2) pay the cost for removal or reinsertion, or (3) pay any incidental or consequential damages (including, but not limited to, inconvenience, lost chair time, lost wages, transportation, lost profits, or pain and suffering).

Any refund or damages shall be limited to the amount of the invoice for the subject restoration, without exception. This guarantee does not cover failure of the supportive tooth or tissue, de-bonding, changes in tissue or bone structure, improper dental hygiene, abuse or accidents. Restoration must be inserted by a licensed practicing dentist or prosthodontist within 15 days of receipt of finished case. Patient must adhere to semi-annual cleanings and exams. Rahnama Dental Laboratory Ltd reserves the exclusive right to determine if this guarantee is applicable.

6. REMAKE POLICY

It is the policy of Rahnama Dental laboratory to fabricate restorations of the highest quality.

If you request the remake of a restoration, you must return all original materials to Rahnama dental laboratory, including but not limited to:

- A. Casted models
- B. Original impressions
- C. Photographs (if any)
- D. The restoration made by us

Under most conditions, most remakes will be completed at no charge if received within 30 days. However, charges will likely be incurred under the following circumstances:

- The impression or impression sent is different from the original.
- Teeth and/or abutment are re-prepped.
- The original dental restoration was not returned.
- The shade is different from the original order.
- Material of the requested are different from the original order.
- Specific instructions were not provided on the original order.
- The lab questions the die, margin, occlusion, bite or impression and is told to proceed as is by customer.
- The lab has advised the quality of the order cannot be guaranteed and is informed to proceed by customer.
- The restoration fits perfectly on the master model and solid model and there is no problem.
- Rahnama Dental Laboratory will notify clients of any remake charges prior to fabrication.
- Customer will be charged for any extra alloy weight on precious or semi-precious restoration in case of a remake.

7. Payment.

All accounts are due and payable within (30) days. If your account is not paid within (30) days, your balance shall accrue interest at a rate of 3% per month, and your account shall be placed on hold until we receive the full payment.

In addition, you agree to pay all costs of collection incurred by Rahnama Dental Laboratory Ltd, including attorneys' fees, if your account balance is not paid pursuant to these terms and conditions.

8. Time.

The laboratory will charge %20 extra for express services for any orders where the delivery period specified by the client is shorter than 10 working days - required by the laboratory.

9. Delivery.

Rahnama Dental Laboratory Ltd endeavours to deliver work on or before the delivery date specified by the client. If however, for any reason this has not been possible, the laboratory will not compensate dentist's fees, consequential losses or expenses of any kind.

10. Shipping cost.

Local customers: We offers free delivery and collection. Collection must be arranged by 12:00 pm at the same day.

Customers within the Uk: We offer freepost labels for delivery of cases to us. A charge of 4.99 will be charged per return shipment.

11. Alloy cost.

Customer will be charged for any loss of precious or semi-precious alloy during the production process, with a maximum of 30%. Alloy's cost is charged at the rate on the day of casting. Rahnama dental laboratory cannot give an estimation of the expected cost, as this cannot be guaranteed.

12. All prices, terms and conditions are subject to alteration without prior notice.