

Terms and Conditions

By placing an order with us you indicate that you agree with the following terms and conditions:

All orders will be quoted in U.S. Dollars and billed in Jamaican Dollars at the B.O.J. rate on the day the order was placed. This price is valid for 30 days, after which the exchange rate will change to the B.O.J. exchange rate of the U.S. Dollar valid on the date when the case is completed and invoiced.

The laboratory reserves the right to charge for the remaking of an appliance

The dentist must thoroughly inspect the impressions and bite before sending it to the lab! By sending an impression to us the dentist acknowledges his responsibility for the accuracy of the impression. Please do not send duplicate impressions or bite registrations, as we cannot determine which one is the correct one.

All cases are guaranteed to fit the model based on the impression provided.

The fit of a restoration in the patient's mouth depends on the size and shape accuracy of your impression. There is no technical possibility of determining if your impression is accurate, we can only examine the impression for faults or missing information and therefore we cannot guarantee the restoration will fit in the mouth or any other model or impression except the one was fabricated on. We cannot take responsibility for the accuracy of your impression.

All work is completed to instructions written on the lab order form, should anything be unclear we will contact you. Should a case not reflect the given instructions, the case will be adjusted or remade free of charge.

Terminated cases, for any reason, will not be refunded and must be paid for, unless terminated before the start of manufacturing

We will request a new impression in cases where the original impression lacks information. If the prescribing dentist requests to continue with the original impression, any subsequent remakes will be charged for, at full price.

For all anterior cases a study model is required. Failing to provide one may void the warranty of the requested product.

When a remake is required, both original and remakes cases will be charged if the remake instructions and/or preparation differs from the original case.

When sending a case back for alterations or to be remade, please send back the original impressions, models and restoration as well as new impressions if required. Failure to do so will result in the case being treated as a new case, and both will be charged for.

By fitting our work, the client acknowledges that it has been made to their satisfaction. Once work has been cemented, it is considered 'bought' and must be paid for. **The intraoral fit of a case is highly dependent on the accuracy of your impression. Cases are only guaranteed to fit the model on which were fabricated and not in the mouth.** Remake cases will be charged if restorations fit the original model, but not the remake model/impression.

We reserve the right to refuse a case or give a warranty on a case should we believe we are being asked to make a restoration that will not last the guarantee period.

In the event a product requires being remade or adjusted; the original impressions, models and restoration must be returned in order to identify where the problem occurred and determine if a full charge, partial charge or no charge applies. All cast partial denture should be tried in before acrylic work is done! No complaints regarding the fit are accepted if acrylic work was done! All prices are subject to change without notice.

All work is created to the highest specification and whenever humanly possible patient expectations are fully met. Our priority is the final acceptable result for all concerned, and good communication enhances this process.

Orders with incomplete items or information or there if there is a need for discussions and we cannot reach you or you are not returning our call, will be placed on hold until all information is received.

The price of each order (exception model-free cases and intraoral scans) includes one set of models and study models. Each additional model fabricated will be charged based on the current price!

3Shape Communicate is our main communication platform for all cases, this platform allows you to approve or decline a margin line or a design. Also to show the design to your patient and seek his approval. When approving a case please closely examine the margin line, the design, the occlusion and all other factors that contribute to a successful restoration. Only difficult or unclear cases will be sent to you for approval. Once a case is sent for approval is placed on hold and won't be manufactured until approval is received. In case you can't make a decision based on the information received you can ask for the models to be sent to you for examination. By approving a case you accept responsibility for the success or failure of the case and accept all remake charges in case of failure.

By approving a case, or indicating to go ahead despite our recommendation not to do so, it will void the warranty of the product; any subsequent remakes will be charged for.

We may request a dated and signed letter with instructions in order to go ahead with a case.

For all new accounts a full payment before delivery is necessary. We reserve the right to ask for a 50% deposit before the work is

started. We reserve the right to place all cases on hold for all unpaid accounts past due date by 15 days or more. Prices are subject to change without notice.