

Terms & Conditions Of Trading

Sending a case to Sterling House Dental Laboratory (Sterling House) constitutes acceptance of these terms & conditions of trading.

1. All items supplied remain the property of Sterling House until payment is received
2. All accounts are strictly payable within 30 days of invoice
3. Sterling House reserves the right to check the credit rating of any client
4. Sterling House may charge interest on overdue accounts at a rate of 10% per month, which will be applied to the total amount outstanding including any previous interest charged. Accounts beyond our credit terms may also be passed to our debt collection agency. All accounts, without exception, will then be subject to a surcharge of 20% plus vat to cover our costs in recovery. These accounts will also be subject to any legal costs incurred in obtaining settlement
5. No claims for credit will be considered after 21 days from the date of invoice
6. A loss and handling charge is added to the weight of gold and precious alloys used
7. All prices are subject to alteration without prior notice
8. Appliances are constructed to the specification prescribed on the Sterling House work ticket. Sterling House is not responsible for the suitability of that specification
9. By fitting an appliance the client accepts that Sterling House has produced the appliance to the specification and satisfaction of the client
10. The client is responsible for any additional costs or charges incurred through changing instructions or delivery dates after the work has been accepted by Sterling House
11. Sterling House will only consider claims for remakes at the concessionary remake rate within 21 days of the delivery date
12. Sterling House will not enter into any kind of dialogue with patients as a result of them contacting us directly. Patients will be referred back to the client. We will not compensate any individual patient, in the event a product fails to meet the required prescription. The prescribing dentist will be expected to meet these costs
13. Sterling House reserves the right to charge for the remaking of an appliance
14. Sterling House endeavours to deliver work on or before the delivery date specified by the client. If, however, for any reason this has not been possible, Sterling House will not compensate dentist's fees, consequential losses or expenses of any kind
15. Sterling House endeavours to interpret and follow the client's instructions correctly. If, however, a mistake is made, Genesis will rectify the situation free of charge as quickly as production techniques allow. Sterling House will not compensate dentist's fees, consequential losses expenses of any kind
16. Preferred impression techniques are full arch impressions either cured silicon or Impregum that are disinfected
17. Sterling House may charge for Express or Courier services for cases where the delivery date specified by the client determines that either of these services will be required to enable delivery of the work on the date specified