

# Terms and Conditions of EDG

This prescription form presents an agreement between EDG labs and the Clinic and signing it you (as a Clinic) confirm that you are completely familiar of the terms and conditions and you accept it as explained here below.

## PAYMENT

30% - 50% is prepaid immediately upon the prescription form is issued. The rest of the payment is made immediately at the last visit or treatment time and bill is issued. Payment made through bank has to be done before delivery of the ordered products and all expenses as a result of this is covered by the Clinic. If delayed payment is given and it is overdue it will be charged with a monthly interest of 2%.

## PRICES

All prices are in EURO. Some of the products are subject of additional expenses but the same will not be applied without prior informing the clinic for that and will not be higher than the prices given into our price list. If there is a discount on some of the products the same will be immediately applied at the moment of payment. All prices are always subject to change and EDG labs keeps the right to change it at any time and without prior notice.

## FABRICATION TIME

### Fixed prosthetic:

- Metal ceramic, crown or a bridge, 6 – 15 working days in laboratory
- Press ceramic, crown or a bridge, 6 – 10 working days in laboratory
- Full zirconia, crown or a bridge, 2 – 6 working days in laboratory
- Zirconia ceramic, crown or a bridge, 6 – 10 working days in laboratory
- Zirconia as a cap or body for a bridge (on ready model for other laboratory), 2 – 4 days in laboratory

### Mobile prosthetic:

- Acrylic denture, partial or total, 4 – 6 working days in laboratory
- Combined work, (crown/s, attachment/s, skeletal denture), 6 – 15 working days in laboratory

Fabrication time for some or every product can be prolonged due to the difficulty of the case, complexity of crafting, special requirements from the clinic or the patient. If there is an requirement for urgent product fabrication that is before our determined fabrication time it has to be agreed before starting the preparation. For this kind of fabrication EDG labs is charging higher than the standard price of the product but not higher from the prices given into our price list.

## WARRANTY

All the products made by Endomak dental laboratory have full warranty. The materials used for their fabrication are strictly from brand mark world known companies that possess all the certificates for quality and safety for it. Instructions and protocols given by the manufacturer are strictly followed, standards and rules for fabrication are fully respected.

Endomak dental laboratory does not provide any cash refunds or compensations for expenses made by improper application or removal of a product. In order the warranty of some product to be valid the original product has to be returned into the Endomak dental laboratory's premises, the same must be inspected and determined that the required correction or remaking of new fabrication is not a result of some accident, neglect, abuse, failure of supportive tooth or tissue structures, improper adjustments or improper dental hygiene.

Endomak dental laboratory does not give any warranty for any major fixed or mobile prosthetic product that in certain phase of fabrication it was not tested, inspected or fitted by the Clinic.

The warranty of the products and expenses emerged for correction or re-fabrication of a product are not valid neither applied in conditions when:

- a color change is asked by the Clinic that is different than the original color given into the prescription form;
- EDG labs required an inspection of some impression or the same had to be taken new, gypsum model i.e. certain die, preparation margin and the Clinic did not fulfilled that;
- test for certain fabricated product is required and the Clinic refused i.e. asked the case to be finished without fulfilling the requirement;
- the Clinic asked the design of certain product to be made by the side of Endomak dental laboratory but the patient did not liked it;
- correction or re-fabrication is required and the original fabricated product is not returned together with it's original models;
- correction or remaking of new fabrication is required and is a result of some accident, neglect, abuse, failure of supportive tooth or tissue structures, improper adjustments or improper dental hygiene;
- the Clinic on any basis changed by themselves the instructions given into the prescription form or have prepared already prepared teeth that are supporters of the fabrication product;
- bonding protocol is incorrect;
- the fabricated products are not applied by an licensed dentist;
- the patient does not follow the instruction given by the dentist, and are related to adequate care of the fabricated products, routine check up and hygiene;
- the fabricated product is delivered and it is not paid by the Clinic;

The warranty begins to run from the day of the delivery of the product at the Clinic. All warranty rules concerned the products are always subject of change and Endomak dental laboratory keeps the right to change it at any time and without prior notice.

## DELIVERY

The deliveries of the impressions is organized by the Clinic and if expenses are made the same will be also covered by the Clinic. Before sending the impressions they must be completely disinfected, properly packed in order not to have any damage and closed i.e. sealed in a box of EDG specially designed for that.

The deliveries of the products is organized by EDG and all expenses made by that will be covered by the same. All expenses incurred by returning of the product by the Clinic to the EDG is fully covered by the Clinic.

The deliveries of the impressions i.e. products are made every working day from Monday till Saturday, except religion and state holidays.