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Terms of business

NORMAL SERVICE

Eight working days are required to complete any chrome castings. Complicated cases may take longer and should be booked in advance.

EXPRESS SERVICE

Three working days' laboratory time. 20% surcharge or book in advance.

DELIVERIES

Deliveries are free of charge in our delivery area. Postal work is carried by Business Post as standard, or by Royal Mail Special Delivery. Deliveries using other couriers will be charged separately.

GUARANTEE

All of our work will fit the model as supplied or as made by us from a supplied impression. All work is guaranteed for 12 months against faulty materials and workmanship.

PAYMENT

Payment is to be made within 30 days of monthly invoicing. We reserve the right to charge 2½% interest per month on accounts outstanding longer than 30 days.

Creative Chrome is a member of the Dental Laboratories Association and follows their code of practice. You can find out more about this at <http://www.dla.org.uk/dentists/dentists.php>