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## Terms of business

### **NORMAL SERVICE**

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

### **DELIVERIES**

Deliveries are free of charge in our delivery area, and are sent by Royal Mail Special Delivery or next-day courier.

### **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 5% interest per month on accounts outstanding longer than 30 days.

Creative Chrome is a member of the Dental Laboratories Association and follows the association's code of practice. You can find out more about this at <http://www.dla.org.uk/?q=content/dla-code-practice>