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## Terms of business

### **NORMAL SERVICE**

We endeavour to complete work within 10 working days, but recommend booking in advance to avoid disappointment

### **DELIVERIES**

Deliveries are free of charge within a ten-mile radius of the laboratory. Postal items are sent by Royal Mail special delivery. Deliveries by other couriers will be charged separately..

### **GUARANTEE**

All of our work will fit the model as supplied or as made by Creative Chrome 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 their code of practice. You can find out more about this at <http://dla.org.uk/dentures/dla-code-of-practice>

Creative Chrome is also a signatory to the British Bite Mark campaign, information about which can be found at [http://dla.org.uk/about\\_dla/about-british-bitemark/](http://dla.org.uk/about_dla/about-british-bitemark/)