

NEW ACCOUNT FORM

DENTIST CONTACT INFORMATION

Name		Practice/Surgery	
Phone	Mobile Number	Email	
Address			
City		State	Postcode
Practising since			
Owner <input type="checkbox"/>	Employed <input type="checkbox"/>	Locum <input type="checkbox"/>	Other <input type="checkbox"/>

BUSINESS AND CREDIT INFORMATION

Legal Business Name			
ABN			
Business Address			
Postal Address:			
City		State	Postcode
Telephone		E-mail	
Sole trader <input type="checkbox"/>	Partnership <input type="checkbox"/>	Company <input type="checkbox"/>	Other <input type="checkbox"/>
Practice Manager			
Practice Manager Email		Practice Manager Phone	
Email (General)			
Account Contact		Account Email (Statements)	
Director/Owner name		Director/Owner name	
Address		Address	
City	Postcode	City	Postcode
Phone		Phone	
E-mail		E-mail	
Signature		Signature	

I/we being the duly authorised representatives certify that the above information is true and correct. I/we have read and agree to the Terms & Conditions set out overleaf.

If you would like to pay your account automatically on the 15th of each month, complete below:

Card Type MasterCard Visa

Card Number	Expiry Date	CVV Number
Name on Card	Signature	

How did you hear about Australian Dental Lab (ADL)?

ADL employee Name <input type="checkbox"/>	Referral Name <input type="checkbox"/>	Other <input type="checkbox"/>	Advertisement <input type="checkbox"/>	Email/Newsletter <input type="checkbox"/>
			Magazine Article <input type="checkbox"/>	Search Engine <input type="checkbox"/>

OFFICE USE ONLY

Customer Code	Date Received	Date Entered	Entered By
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TERMS AND CONDITIONS

DEFINITIONS

1. These are the terms and conditions of Australian Dental Lab Pty Limited (ABN 71 133 250 727) herein after referred to as 'ADL', 'us', 'our', or 'it'.
2. ADL reserves the right to add to, delete or change these terms at any time. Any changes to our terms and conditions will be published on our website at www.australiandentallab.com.au and you should refer to the website from time to time for any such changes.

ACCEPTANCE

1. Any instructions received by ADL from the customer for the supply of ADL manufactured devices shall constitute acceptance of the terms and conditions contained herein.
2. Upon acceptance of these terms and conditions by the customer, the terms and conditions are binding and can only be amended with the written consent of ADL.

CREDIT TERMS

1. ADL reserves the right not to accept laboratory work services from a customer.
2. ADL reserves the right to provide credit to customers, and can be withdrawn at any time.
3. ADL reserves the right to request payment in advance from a customer.
4. Where ADL has provided credit to a customer, invoices are due for payment thirty (30) days from the statement date. ADL reserves the right to charge administration and interest charges for any outstanding balances over 30 days.
5. It is the responsibility of the customer to monitor the level of credit given to them.
6. Payments can be made by credit card, electronic funds transfer or cheque. Credit card will incur a 1% surcharge. We do not accept American Express.

SERVICE AND HANDLING

1. The customer is responsible for the safe and timely delivery of jobs sent to ADL for processing and manufacture. ADL takes no responsibility for jobs that are delayed, damaged or lost in transit to ADL.
2. ADL will charge a \$7.70 (inclusive of GST) handling fee to all cases invoiced. ADL reserves the right to increase this charge at any time if our costs associated are increased.
3. ADL's normal turnaround times for jobs is approximately 6-10 in-lab days, this time period will depend on the product prescribed for manufacture, this time is from when ADL receives the package. This turnaround time guide is conditional on there being no delays as a result of factors beyond ADL's control. Cases which require technical queries from ADL's technical services team specifically relevant to the progression of a case may result in the case taking longer, in such cases, we will always notify you or the practice in advance.
4. An express turnaround is available for certain products on request, this express service will attract a 20% surcharge of the normal prices. Please speak to the lab in advance for express cases to make sure it is possible with the product or service you have requested.
5. ADL is responsible for the delivery of the completed work back to the customer. We use a national network of 3rd party express next day courier services. ADL warns that they cannot control unforeseen delays caused by courier services.
6. ADL reserves the right to not proceed with cases if one of our trained technicians believes the impression provided from the customer is not of a certain standard. If a new impression is needed ADL will charge an additional pickup charge of \$7.70 (inclusive of GST). Should the customer prefer to proceed we will pour the model in our boutique laboratory where we will attempt to define the margins and attempt to remove any imperfections (drags) to the best of our ability. This service will incur a \$50 surcharge. ADL then reserves the right to not honour a warranty if the case is insisted to be continued by clinician.

7. Implant components which have been paid for by ADL will be charged a 10% handling fee. Handling fee is calculated on top of any freight or additional charges ADL incurs in receiving components and calculated using the listed price given to ADL by specific suppliers. To avoid this charge ADL can order on behalf of dentist onto their accounts. Please provide ADL with the relevant account details so we can add to your customer file.
8. It is the responsibility of the dentist to ensure that the product ordered is suitable for its intended use by you and to the fullest extent permitted by law. ADL is not liable to you for any product you order which is unsuitable for your intended use.

PRICE AND PAYMENT

1. The price of ADL products and services you may offer to purchase from us are described in our fee schedule. Prices are subject to change without notification.
2. ADL may change any aspect of the price list at any time without prior notice. It is the customer's responsibility to check the price list before placing an order with us.
3. ADL is responsible for the delivery of completed work back to the customer.
4. GST and other taxes will be added to the price of relevant products and services in accordance with legislation and taxation guidelines.
5. ADL prices will increase in line with CPI on an annual basis. These price changes will take effect on the 1st of July each year.

WARRANTY

1. ADL offers a warranty on all crown and bridge work (except veneers, inlays or onlays) against defects in workmanship and materials that occurred as a result of the manufacturing process (warranty).
2. If unsatisfactory material performance is experienced within the service warranty period, the repair or replacement of the device, excluding clinical costs, is covered. The new item will be made to the identical specifications as the original product instructed by the customer. Alternative materials will not be accepted. The warranty will be subject to the following conditions calculated from the date of our invoice:
 - i. The warranty is valid for the following products only – PFM crowns: 5 year warranty, Full cast crown: 5 year warranty; E.max Press: 2 year warranty; Zirconia Monolithic crowns: 10 year warranty; Zirconia layered crowns: 10 year warranty on framework; 2 year warranty on complete restoration.
 - ii. The damaged product must be returned to ADL for inspection by one of our trained technicians.
 - iii. ADL has full discretion whether the products are deemed faulty and whether a full or partial refund, or replacement of the product will be provided.
 - iv. The warranty extends to the replacement product provided except where, in the opinion of ADL and its trained technicians that the material selected by the customer has a higher chance than normal of fracture or defect.
 - v. The product will be remade for the customer in accordance with above clauses, not included is the semi-precious or precious metals or an implant components associated with the case.
 - vi. All original alloy (if applicable), original device and original models must be returned to the laboratory.
 - vii. There is no written warranty on any removable prosthodontic products such as mouth guards, dentures, splints, orthodontic appliances or any other type of product supplied by ADL.
 - viii. Warranty is not transferable.
 - ix. The warranty is offered to dentists who have sourced the products from ADL and is not intended to exclude or limit any right or remedies a consumer has under the Australian Consumer Law.

GENERAL

1. These Terms are governed by the laws of New South Wales. No action or proceeding may be commenced or maintained in relation to the site, the Services or these Terms except in a court of appropriate jurisdiction in the Commonwealth of Australia.