



NEW ACCOUNT OPENING FORM

Full Name

Trading Name

ABN

Postal Address

State and Postcode

Telephone

Principal Dentist

Account Receivable
Contact Name

Account Receivable
Contact Number

Account Receivable
Contact Email

Signature

Name

Position

Date

Universal Dental Laboratory

A 2A Navy Close, Maribyrnong VIC 3032

T 03 9317 5105

E silvia@universaldentallaboratory.com

ABN 41 539 350 049



Terms & Conditions

DEFINITIONS

1. These are the terms and conditions of Universal Dental Laboratory (ABN 41 539 350 049) (herein after referred to as 'Universal Dental Laboratory', 'we', 'us', 'our' or 'it').
2. We reserve 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.universaldentallaboratory.com.au and you should refer to the website from time to time for any such changes.

ACCEPTANCE

3. Any instruction received by Universal Dental Laboratory from the customer for the supply of goods and services shall constitute acceptance of the terms and conditions contained herein.
4. 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 Universal Dental Laboratory.

CREDIT

5. Universal Dental Laboratory reserves the right not to accept an order for goods and services from a customer.
6. Credit is provided to the customer at the sole discretion of Universal Dental Laboratory, and can be withdrawn at any time. Universal Dental Laboratory reserves the right to request payment in advance from a customer.

PRICE and PAYMENT

7. The price of the goods and services provided shall be detailed in writing by Universal Dental Laboratory to the customer. Prices are subject to change without notification. A current price list can be obtained from Universal Dental Laboratory Customer Service.
8. GST and other taxes shall be added to the price, in accordance with relevant legislation.
9. Where credit has been provided by Universal Dental Laboratory, invoices are due for payment thirty (30) days from invoice date. Any balances outstanding over 30 days may incur interest and administration charges.
10. Payment can be made by electronic funds transfer or cheque.

SERVICE

11. The customer is responsible for the safe and timely delivery of jobs sent to Universal Dental Laboratory for processing. Universal Dental Laboratory takes no responsibility for jobs that are delayed, damaged or lost in transit to Universal Dental Laboratory. The customer is responsible for payment of all delivery costs to Universal Dental Laboratory.
12. Normal turnaround times for jobs are between 2 and 20 in-lab days, depending on the product. This is conditional on there being no delays as a result of factors beyond our control. Cases may take longer where there are technical queries from the Universal Dental Laboratory technicians, potential problems to discuss, or where photographs are requested by the customer.
13. Universal Dental Laboratory is responsible for the delivery of completed work back to the customer.
14. Universal Dental Laboratory will only make delivery of completed work to the business address of the customer.

GUARANTEE

15. Universal Dental Laboratory offers a 12 month guarantee on all crown and bridge work, (except for 100% monolithic zirconia crowns which have a three (3) year guarantee). Where Universal Dental Laboratory agrees to replace the product, the new item must be of the same material as the original. Substitute materials will not be accepted. The guarantee is subject to the following conditions.
 - a. The guarantee is valid from the date of dispatch to the customer.
 - b. The damaged product must be returned to Universal Dental Laboratory for inspection.
 - c. The item will be remade for the customer at no charge, except that semi-precious or high precious metals used in the remake will be charged for, new abutments or parts associated with Implant cases will be charged for, and a postage and handling fee will apply to the dispatch of the replacement item.
 - d. The guarantee extends to the replacement product provided, except where in the view of Universal Dental Laboratory the material selected by the customer has a higher than usual chance of fracture.
16. Universal Dental Laboratory reserves the right to void the warranty if, in its sole judgment, the damage has not been caused as a result of the manufacturing process.
17. There is no written guarantee on removable prosthodontics such as dentures/splints. Universal Dental Laboratory will assess each case to determine whether a full or partial refund, or a replacement part will be provided.

MEDICAL ADVICE

18. Universal Dental Laboratory will provide goods or services to the customer based on the order sheet provided by the customer and may, from time to time, discuss the case with the customer through email or by telephone. The customer acknowledges that such discussions, and any representations by Universal Dental Laboratory, should be used merely as a guide rather than a definitive recommendation to adopt any specific action or treatment. Nothing transmitted in the course of such discussions shall constitute the establishment of a doctor-client-patient relationship between the customer and Universal Dental Laboratory. Responsibility for the diagnosis of a medical condition and for the prescription of treatment planning or medicines rests solely with the customer.

GOVERNING LAW

19. These Terms are governed by the laws of Victoria. 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.