



## Terms of Service

Engreco Healthcare, trading under Engreco Group Ltd (Company Registration No. 13800437 | VAT Registration No. 474851068 | MHRA Registration No. 24173), provides bespoke dental and maxillofacial prosthetic services to clinical professionals and organisations. The following terms and conditions apply to all goods and services provided by Engreco Healthcare and shall be binding upon the client upon submission of any order.

### 1. Commitment to Quality

We are committed to delivering excellent service, professional support, and the use of high-quality materials. Our services offer realistic turnaround times and a strong focus on value, ensuring each case receives individual attention and clinical precision. All denture and acrylic work is completed using 4 natural teeth, and all vacuum-formed retainers are manufactured with Iconic 1mm blanks. We reserve the right to decline any case if we believe the restoration is unlikely to meet its expected guarantee period due to limitations in the prescription or clinical circumstances.

### 2. Business Hours

Our core business hours are Monday to Friday, 8:00 AM to 8:00 PM. Saturday, Sunday and Bank Holiday appointments only.

### 3. Turnaround Times

Work will commence only upon receipt of all required clinical information, including scans/impressions, components, and instructions. Standard turnaround for most medical devices is seven calendar days. Express services (three to six days) are subject to a 100% surcharge. Vacuum-formed retainers and repair cases follow a three-day standard turnaround, with a 100% surcharge for express (one to two days). In periods of high demand, extended turnaround times may apply, and you will be notified accordingly. Our standard turnaround times do not apply when a subcontractor is involved, and we need to send a case out to a third party to complete part of the process.

Please contact us in advance for 24-hour or urgent services to confirm feasibility. We are not liable for delays or costs arising from inadequate notice or short timelines. Express delivery charges apply whether agreed in advance or not.

### 4. Digital Workflow

We accept digital scans via email and recommend WeTransfer for secure file submission. Printed models via 3D workflow require 3–5 working days. Pressure-formed appliances in this workflow typically require a turnaround of seven calendar days instead of the typical three calendar days, as per point 3.



## 5. Pricing and Third-Party Components

All prices are subject to change without notice, though we will aim to communicate changes in advance. Components ordered on behalf of the clinician will incur a 20% handling fee. Clients may opt to supply components or use their own accounts.

A material loss charge of up to 25% may apply for precious/semi-precious alloys. Gold is charged at gross weight, with alloy prices based on the market rate at casting time. Advance estimates for alloy-based work cannot be guaranteed.

We are proud to offer 50% OFF all our services to veterans and all current members of the armed forces as a gesture of gratitude for their service. To qualify, all work must be carried out within the Engreco Healthcare premises by one of our qualified staff. We are also happy to extend this offer to medical and dental appliances completed through a third party, provided that the cost of the appliance and the corresponding discount are clearly reflected in the final invoice to the patient. Simply present valid military identification at your consultation to receive the discount.

## 6. Payment Terms

All accounts are issued with a statement at the end of each calendar month and payments are to be made to Engreco Healthcare (trading under Engreco Group Ltd). All invoices are strictly net and must be settled in full within thirty (30) calendar days from the day of the invoice, as per the date shown on the statement. We reserve the right to charge interest on any overdue balance at a rate of 8% over the Bank of England base rate, compounded monthly. In cases where accounts remain unpaid beyond sixty (60) calendar days, your account will be suspended, and any ongoing work will be placed on hold until payment is received. Work on accounts that remain outstanding beyond this period will be processed on a pay-in-advance basis only.

***Please note all accounts beyond our credit terms will be passed to our debt collection agency. All accounts, without exception, will be subject to a surcharge of 15% plus VAT to cover our costs in recovery. These accounts will also be subject to any legal costs incurred in obtaining settlement.***

## 7. Cancellations, Remakes, and Returns

Free remakes are provided only if due to a manufacturing fault. Remakes caused by inadequate impressions, instructions, or bite registrations are fully chargeable. We require the return of any faulty appliance and model for inspection. Retry-ins or adjustments resulting from incorrect clinical information are billable.

Cases cancelled after work begins will incur a 50% cancellation charge.

Mid-process changes to shade or component specification will incur additional costs.

Only original manufacturer shades are guaranteed. Custom shades or on-site modifications are not guaranteed.



Defective appliances under normal use are replaced free of charge within the guarantee period. This excludes damage from poor hygiene, trauma, misuse, or unsuitable clinical prescriptions. Immediate extraction appliances are excluded from this guarantee.

## **8. Product Liability and Limitations**

All appliances are manufactured per clinician instructions using our DAMAS-compliant Quality Control system. By fitting the device, the clinician accepts it as suitable for clinical use.

We are not liable for errors due to poor impressions, inaccurate prescriptions, or clinical misjudgement. In cases of substandard impressions, we will notify the client and proceed only on instruction, voiding the guarantee.

Engreco Healthcare is not liable for indirect losses including business interruption, lost income, or patient compensation. We disclaim all implied warranties, including fitness for purpose.

## **9. Staged Work**

For staged restorations, each stage must be reviewed and accepted. Acceptance at one stage precludes free remakes at later stages. Each stage is invoiced separately and subject to standard terms.

## **10. Delivery and Collections**

We offer local collection and delivery within a 15-mile radius of LU7 4QQ. Should you fall beyond this distance and still require a pick-up, delivery, or face-to-face appointment, every mile beyond the 15-mile radius will be charged at 50p/mile. Tracked Next Day Delivery is used for clients further afield. While we aim for timely delivery, all times are estimates unless confirmed in writing. We are not liable for courier delays beyond our control. In addition, we have in place a tracking system, and we update you on the progress of your case, from the moment we receive the case until it leaves our laboratory.

## **11. Legal Jurisdiction and Client Declarations**

All transactions are governed by English law. Disputes fall under the jurisdiction of the English courts. By submitting work, the client confirms they are acting in a business capacity and not as a consumer or agent unless explicitly stated.

## **12. Data Protection**

Your data, including emails and contact details will never be shared with any third party. From time to time, we will be sending you offers and news about our business and our services. Entering a partnership with Engreco Group Ltd (trading under Engreco Healthcare), you agree to receive this marketing products. If you wish not to, please do let us know and we will remove you from our mailing list.

For any further clarification or assistance, please contact us directly at **+447568338611**.

*We thank you for your continued trust in Engreco Healthcare!*