



Terms & Conditions:

Turnaround times:

For single up to 5 unit bridges:

MFD tries to achieve a 48hr turnaround in the Gauteng area subject to the time the collection was registered. We will strive to collect all work reported before 12h00 in the afternoon on the same day.

Outlying area turnaround is determined by the postal/courier service used but is usually in the region of three working days.

For bridges in excess of 6 units:

Large bridges are complex to design *(More than 50% of bridges come back as re-makes due to incorrect bites being taken.)*

We will provide a temporary "try-in" polydent prosthesis for you and your Dentist to confirm the bite and design, in the patients mouth, prior to manufacturing the final article.

You/your Dentist can make any adjustments required to the polydent bridge *(cut away or add wax)* and return it to us for final production. This will minimize re-makes and hopefully frustration on all sides.

Due to this essential process large bridges will take up to five working days for final delivery. *(Subject to the time taken to have the adjusted polydent bridge returned to MFD.)*

Upper and lower cases will be completed over a ten day period as the above process needs to be conducted for both upper and lower jaws.

Emergency cases:

These will be dealt with on a case by case basis.

Single full anatomical crowns are available on an immediate basis in 3M Ultimate material or in PMMA for short or long term temporary crowns.

Payment :

5% discount is offered for accounts settled within 30 days.

An additional 5% discount is offered for customers submitting in excess of 50 units per month.

15% per annum interest will be levied on accounts outstanding in excess of 60 days.

30% per annum interest will be levied on accounts outstanding in excess of 90 days.

Clinical requirements:

We would like to present you with the best result possible we need your assistance to achieving this.

Please bear the following in mind:

- a) We are not in direct contact with your dentist or his patient.
- b) We depend on **you** to provide us with maximum information regarding preparations, bites and specific requirements.
- c) Prescription forms: For your convenience we provide as many tick box options on our prescription form as possible but you may have to include specific instructions in writing.
- d) Remember we are only a telephone call away and will do our best to meet your expectations.
- e) You can upload any pictures and other information you think might help on our web site at: www.metalfreedental.co.za, click the DX4 button. *(Please note you will need a password and user name to do this. Ask Surita to help you with this.)*
- f) In difficult or very specific cases it would be preferable for you to provide a wax-up of your requirements which we will then do our best to replicate.

Model requirements:

Models must be properly cut and ditched.(Please help us to see/identify poorly prepared margins, you know what your dentist prefers.)

Please ensure that the dies on the model seat fully and are not obstructed by plaster bubbles, dirt, poorly fitting pins or other obstacles.

Models must be articulated. If required we will articulate models at an extra charge.

All drag marks and bubbles must be removed or repaired prior to sending the work to MFD.

Virgin models must be properly prepared if you require us to fit the prosthesis to this model. Each Technician has his/her own style and standards we cannot be expected to prepare the virgin model as we might cause irreparable damage.

Please avoid using die-spacer/hardener as it makes margins difficult to detect when scanning.

Never use Cyanoacrylate glue (Jap glue) to block out bubbles.

Full anatomical pontic designs will conform to dental models gingival contour as provided by the lab. If more intense gingival pressure is required please relieve pontic area on model or specify pressure depth on prescription form.

Responsibility for model accuracy must be assumed by the lab. If the model changes substantially then there will be an additional cost.

Remakes:

MFD remake policy;

We guarantee your zirconia structure/substructure against breakage or default for a period of seven years.

This does not include:

Items broken or dropped by the Lab or Dentist.

The incorrect colour information provided by the Dentist.

Incorrect porcelain/stain & glaze application process resulting in porcelain separation.

An incorrect bite being taken resulting in an incorrect prosthetic product.

Model defects resulting in an incorrect prosthetic product.

Impression defects resulting in an incorrect prosthetic product.

Please send a copy of the original prescription form with the new form so that we can monitor what or where we went wrong.

Please include the original prosthesis so that we can evaluate what went wrong and try to eliminate similar future problems.

Our sole obligation shall be the replacement or refund of the purchase price of the original product.

Colours:

MFD makes use of pre-coloured disks where possible, when size and availability restricts the use of pre-coloured material we use white un-colored (green Zirconia) disks.

We make use of the "Vita™ Classic" range of colours as a reference.

Please note:

The colour provided is a "base stain" it is not intended to eliminate the necessity for the Lab to stain the crown or bridge. We strive to achieve a base colour as close to the Vita range as possible.

The recent advent of pre-coloured disks is unfortunately not a quick solution to the colour problems experienced from time to time.

Pre-coloured disks offer an even smaller range of colours, in most cases providing only five base colours across the normal 16 colour range. This means that the Lab will have to work even harder to achieve a final result.

The industry as a whole is moving towards more and more reliable zirconia colour systems, MFD tries to stay on the forefront of this development through our suppliers in Germany and the USA.