



Sakura Dental Laboratory  
24 Cambridge Street, Aylesbury, Buckinghamshire, HP20 1RP  
Tel: 07568 705264 Email: [info@sakuralabs.co.uk](mailto:info@sakuralabs.co.uk)  
[www.sakuralabs.co.uk](http://www.sakuralabs.co.uk)

## Sakura Dental Lab Ltd – Terms of Business

### 1. Placing an Order

By placing an order with Sakura Dental Lab (“the Lab”), you agree to these Terms & Conditions. All orders are subject to acceptance by the Lab.

### 2. Your Responsibilities

The prescribing Dentist is responsible for:

- Providing clear, complete and accurate prescriptions, impressions or digital scans.
- Ensuring the restoration prescribed is clinically suitable for the patient.
- Inspecting all work before fitting.

### 3. Our Commitment

We will:

- Manufacture restorations to a high professional standard.
- Follow your prescription instructions carefully.
- Use materials of at least the quality specified (or equivalent/superior where substitutions are required).

### 4. Turnaround Times

Standard turnaround times (subject to case type and complexity):

- Crown & Bridge (non-implant): 15 working days
- Implant restorations: 15 working days
- Diagnostic wax-ups: 10 working days
- Denture stages: 10 working days
- Chrome stage: 15 working days

Times may vary depending on materials, case complexity, or external factors.



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## 5. Warranty

We provide a 12-month warranty on permanent Crown & Bridge and implant restorations, subject to:

- Proper clinical use
- No alteration of the restoration
- Full payment within agreed terms

Remakes:

- Lab error – no charge
- Dentist error – full charge
- Shared/unclear fault – 50% charge

The original restoration must be returned for assessment before a remake is issued.

## 6. Payment Terms

- Invoices will be provided at the end of each month
- Accounts over 30 days may incur interest and recovery costs.
- Title to goods remains with the Lab until paid in full.

## 7. Delivery

Any damage, shortage or non-delivery must be reported within 3 days of receipt (or 2 days for non-delivery).

## 8. Liability

We accept liability where required by law (including death or personal injury caused by negligence). Clinical treatment costs remain the responsibility of the Dentist.

## 9. Governing Law



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These Terms are governed by the laws of England and Wales.