

TERMS AND CONDITIONS

DEFINITIONS

1. These are the terms and conditions of Elle Jordan Studio, LLC
2. Elle Jordan Studio reserves the right to add to, delete or change these terms at any time.

ACCEPTANCE

1. Any instructions received by Elle Jordan Studio from the customer for the supply 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 Elle Jordan Studio

CREDIT TERMS

1. Elle Jordan Studio reserves the right not to accept laboratory work services from a customer.
2. Elle Jordan Studio reserves the right to provide credit to customers and can be withdrawn at any time.
3. Elle Jordan Studio reserves the right to request payment in advance from a customer.
4. Where Elle Jordan Studio has provided credit to a customer, invoices are due for payment fifteen (15) days from the statement date. Elle Jordan Studio 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.

SERVICE AND HANDLING

1. The customer is responsible for the safe and timely delivery of cases sent to Elle Jordan Studio for processing and manufacture. Elle Jordan Studio takes no responsibility for jobs that are delayed, damaged or lost in transit to Elle Jordan Studio.
2. Elle Jordan Studio will charge a \$7.00 shipping and handling fee to all cases invoiced. Elle Jordan Studio reserves the right to increase this charge at any time if our costs associated are increased.
3. Elle Jordan Studio normal turnaround times for jobs is approximately 6-14 in-lab days, this time period will depend on the product prescribed for manufacture, this time is from when Elle Jordan Studio receives the package. This turnaround time guide is conditional on there being no delays as a result of factors beyond Elle Jordan Studio control. Cases which require technical queries from Elle Jordan Studio 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 25% 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. Elle Jordan Studio warns that they cannot control unforeseen delays caused by delivery services.
6. Elle Jordan Studio reserves the right to not proceed with cases if one of our trained technicians believes the impression/images provided from the customer is not of a certain standard. Should the customer prefer to proceed we reserve the right to void a warranty.

7. Implant components will be charged a 20% handling fee. Handling fee is calculated on top of any freight or additional charges incurred in receiving components and calculated using the listed price given to our specific suppliers. To avoid this charge Elle Jordan Studios can order on behalf of dentist onto their accounts. Please provide Elle Jordan Studios 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. Elle Jordan Studio is not liable to you for any product you order which is unsuitable for your intended use. By signing this agreement it indicates an order received by Elle Jordan is being prescribed by the treating dentist.

PRICE AND PAYMENT

1. The price of Elle Jordan products and services you may offer to purchase from us are described in our fee schedule. Prices are subject to change without notification.

WARRANTY

1. Elle Jordan Studio 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 Elle Jordan for inspection by one of our trained technicians.
 - iii. Elle Jordan Studio 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 Elle Jordan Studio 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 prosthodontics products such as mouth guards, dentures, splints, orthodontic appliances or any other type of product supplied by Elle Jordan Studio
 - viii. Warranty is not transferable.