

Terms & Conditions

DEFINITIONS

1. These are the terms and conditions of Medkal Holdings Pty Ltd (ACN 634 363 376) trading as Harris Park Dental Lab (herein after referred to as 'HPDL' '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.harrisparkdentallab.com.au and you should refer to the website from time to time for any such changes.

ACCEPTANCE

3. Any instruction received by HPDL 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 HPDL.

CREDIT

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 Credit is provided to the customer at the sole discretion of HPDL and can be withdrawn at any time.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

PRICE & PAYMENT

8. The price of the goods and services provided shall be detailed to the customer by HPDL. Prices are subject to change without notification. A current price list can be obtained from our website (www.harrisparkdentallab.com.au), alternatively phone us on (02) 8677 0065, or email us at harrisparkdentallab@gmail.com for a copy.
9. GST and other taxes shall be added to the price, in accordance with relevant legislation. GST may be exempt for certain products in accordance to relevant legislation.
10. Where credit has been provided by HPDL, invoices are due for payment within thirty (30) days from the statement date. Any balances outstanding over 30 days may incur interest and administration charges.
11. Payment can be made by electronic funds transfer, cheque, or credit card. American Express credit cards currently incur a 3.025% surcharge.

SERVICE

12. All items sent from HPDL have been decontaminated in accordance with the Dental Board of Australia Guidelines for infection control.
13. All items sent to HPDL must be decontaminated according to the Dental Board of Australia's infection control guidelines.
14. The customer is responsible for the safe and timely delivery of jobs sent to HPDL for processing. HPDL takes no responsibility for jobs that are delayed, damaged or lost in transit to HPDL.
15. Normal turnaround times for jobs are approximately 5-10 in-lab days, depending on the product, from when HPDL receives the parcel. This is conditional on there being no delays as a result of factors beyond our control. Cases may take longer than the standard turnaround time where there are technical queries from the HPDL technicians, potential problems to discuss, or where photographs are requested by the customer.
16. An express turnaround may be available for certain products on request at HPDL's discretion. This may incur an additional charge of 20% to the standard price.
17. HPDL is responsible for the delivery of completed work back to the customer.
18. HPDL will only make delivery of completed work to the business address of the customer. HPDL will not deliver completed work to a residential address.

GUARANTEE

19. HPDL offers a Guarantee on all crown and bridge work (except veneers, inlays or onlays), for any fractures or defects that occurred as a result of the manufacturing process.
20. Where HPDL agrees to replace the product, the new item will be made to the identical specification as the original product. Substitute materials will not be accepted. The Guarantee is subject to the following conditions.
 - a. The Guarantee is valid for the following products from date of original invoice to the customer for the period specified below: Crowns (excluding fully milled zirconia and layered zirconia) for a period of 5 years; Fully milled 100% zirconia for a period of 10 years; and Layered zirconia crown - framework for a period of 10 years; complete restoration for a period of 2 years.
 - b. The damaged Product must be returned to HPDL for inspection.
 - c. HPDL will assess the Product to determine, in its sole judgement, whether a full or partial refund, or replacement product will be provided.
 - d. The Product will be remade for the customer without charge, except for the following costs that will be incurred by the customer (semi-precious/high precious metals or new components for implant cases).
 - e. The Guarantee extends to the replacement Product provided except where, in the opinion of HPDL, the material selected by the customer has a higher than usual chance of fracture or defect.
21. HPDL reserves the right to void the Guarantee if, in its sole judgment, the damage to the Product has not been caused as a result of the manufacturing process.
22. There is no written guarantee on removable prosthodontics such as dentures/splints or any other product supplied by HPDL.
23. The Guarantee is offered to dentists who have sourced the Products from HPDL and is not intended to exclude or limit any rights or remedies a consumer may have under Australian Consumer Law.

MEDICAL ADVICE

24. HPDL 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, telephone or in person. The customer acknowledges that such discussions, and any representations by HPDL, 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 HPDL. Responsibility for the diagnosis of a medical condition, and for the prescription of treatment planning or medicines, rests solely with the customer.

GOVERNING LAW

25. These Terms are governed by the laws of New South Wales. 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.

Privacy Notice

Medkal Holdings Pty Ltd (ACN 634 363 376) trading as Harris Park Dental Lab collects personal information about you to provide you with products and services. If your personal information is not collected, we may not be able to do those things. HPDL will NOT disclose personal information about you to our manufacturing partners, or any other third-party service providers.