

Zahntechnik – Kerstin Straßburegr

Noßwitzer Weg 1

D-09306 Rochlitz

Germany

General terms and conditions

Zahntechnik Kerstin Straßburger grants a durability guarantee on dental workpieces. It covers the manufacture of crown and bridge frameworks, as well as milled inlays and veneers (hereinafter referred to as dental products). This guarantee applies only to direct customers. End customers or other third parties have no claims under this guarantee. Only original materials from the manufacturers (e.g. Vita, Ivoclar, Dentsply Sirona) are used for processing. All dental products are manufactured with great care and precision.

Warranty period

The guarantee is granted for a period of 3 years. It starts from the date of delivery to the customer. Product defects for which Zahntechnik Kerstin Straßburger is not responsible are excluded from the guarantee.

Scope

The warranty claim only applies to defects on the product itself and only to such products that the customer has ordered from Zahntechnik Kerstin Straßburger. Defects or breakages, insofar as this is due to material or processing faults on the part of Zahntechnik Kerstin Straßburger. Zahntechnik Kerstin Straßburger is not responsible for defects that can be traced back to improper or faulty further processing of the dental prosthesis. Claims for defects by the customer require that the customer has checked the dental products for correctness and completeness immediately after receipt and before further processing. Obvious defects must be reported in writing within 10 working days at the latest, otherwise the assertion of the warranty claim is excluded. There is no defect if the dental product created by us has been created in accordance with scanned data provided by the customer. The client is solely responsible for the consequences of incorrectly scanned and/or incorrectly entered data when placing the order.

Warranty claims of the customer

If one of the above-mentioned faults occurs within the warranty period, Zahntechnik Kerstin Straßburger will remedy it free of charge at its own discretion either by new production or replacement delivery. The

prerequisite is that a written description of the fault is received by us from the customer within the guarantee period. The guarantee expires if the return has not been arranged within 10 working days after becoming known. Work sent in with the aforementioned defects will be sent to the respective manufacturer of the material for inspection. Transport is always at the risk of the customer. The customer bears the transport costs for shipment to Zahntechnik Kerstin Straßburger. The costs for shipping in case of warranty claims from the dental technician Kerstin Straßburger to the customer will be borne by the dental technician Kerstin Straßburger.

Delivery

The delivery periods are stated to the best of our knowledge, but are without guarantee. The mere failure to comply with stated delivery deadlines does not entitle the client to withdraw from the contract or to claim damages. General information on the website does not constitute a guarantee of dates and deadlines. The correct and timely delivery of our suppliers is a prerequisite for this.

Terms of payment

Unless otherwise agreed, the prices are valid according to the current price list of Zahntechnik Kerstin Straßburger at the time of the order. All prices are in Euro plus the statutory value added tax. The client will be in default if he does not make payment within 14 days after delivery. If direct debiting has been agreed with the client, the services of the past month will be invoiced on the last day of each month. The invoice amount will then be collected immediately after invoicing. In this case the customer is in default as far as the collection of the due invoice amount by Zahntechnik Kerstin Straßburger is not honoured by the bank. By reminder the customer is in default. Default interest will be charged on the respective base interest rate. Discounts granted within the scope of special promotions on the list prices of the individual dental products to be executed shall be forfeited completely in the event of default in payment. In this case, the Client shall be obliged to pay the regular remuneration. If the client remains in default with the fulfilment of payment obligations, Zahntechnik Kerstin Straßburger will not accept any further orders from the client.

(Subject to change / Status: April 2007)