



cactus dental technology

Terms & Conditions v3

Invoices will accompany each case and you will receive a statement at the end of each month, payment required within 30 days.

Work will not be dispatched if an account is over 60 days overdue and interest charges will occur.

Work is only carried out using good impressions, models and bites or by using a scan of good quality. We reserve the right to query or return these should they appear unsuitable. Cactus will always provide images for the reasons of query.

Tracked First Class postage is free with all our work, special delivery or courier delivery will be charged in line with Royal Mail/Courier prices.

We require a written prescription from the Dentist to begin a case. We are unable to take instruction over the phone. Bespoke prescription tickets can be downloaded from our website or requested via the office.

Our Zirconia products are guaranteed for 5 years unless specified. Reasons for this will be provided on the prescription ticket or by email.

Products are not guaranteed against wrong shade selection or non-fitting due to faulty impressions / scans.

We will ask before production if you wish to proceed with any design that doesn't adhere to recommended guidelines, cases will not be guaranteed if you choose to proceed.

All copings and bridges meet the requirements of the MDD and manufacture strictly adheres to the current recommendations.

Whilst we guarantee the correct construction process, we cannot guarantee any structure made on an unsuitable preparation, against adjustment or incorrect cementation, placement, etc.

Dental Practices are responsible under the Health and Safety at Work Act and COSHH Regulations, for disinfection of all impressions and appliances before sending to any laboratory.

If production of a case has already commenced, charges may still apply if it is cancelled.

By submitting work to Cactus you are agreeing to our terms and conditions.

John Hewitt
Managing Director
Date: October 2024