	Dentist	Invoice Name	
Southern Cross Dental	Invoice Address	Suburb	Postcode
	Tel	Email	
Email images ireland@scdlab.com	Patient ID	Date	no written extinct secret
	Patient ID - If patien	nt name is listed here, please ensure you ha	eve written patient consent.
BATCH # (Office only)	Account Number	Work Require	d By Day Mth
	Specify additional instructio	ns below.	
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			7
■ New Case			
☐Continuation / Redo			
Restoration Type	□ *Zirconia Family		
☐ Crown	□ *PFZ	Shade	Diagnostic Wax-Up
☐ Bridge	☐ IPS e.max Zirpress		
☐ Inlay/Onlay	<ul> <li>□ Procera Zirconia</li> <li>□ Lava™ Classic Zirconia Frame (3MESPE)</li> </ul>		
☐ Bonded Bridge/Wing	☐ FMZir		
☐ Post and Core ☐ Veneer	☐ UZir Ultra Translucent	/	
		\	Present tooth or stump shade
□ verieei	☐ Lava <sup>™</sup> Plus Zirconia Frame (3MESPE)		Present tooth or stump shade (for all ceramic restorations)
	☐ Lava <sup>™</sup> Plus Zirconia Frame (3M ESPE)		Present tooth or stump shade (for all ceramic restorations)
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free)	□ Lava <sup>™</sup> Plus Zirconia Frame (3M ESPE)  I Resin		Present tooth or stump shade (for all ceramic restorations)
□ *Porcelain-Fused-to-Meta □ *Non-Precious (Ni Free) □ Semi-Precious	☐ Lava <sup>™</sup> Plus Zirconia Frame (3M ESPE)		Present tooth or stump shade (for all ceramic restorations)
□ *Porcelain-Fused-to-Meta □ *Non-Precious (Ni Free)	□ Lava <sup>™</sup> Plus Zirconia Frame (3MESPE)    Resin   Composite Reinforced with   Fibre   Metal		Present tooth or stump shade (for all ceramic restorations)
□ *Porcelain-Fused-to-Meta □ *Non-Precious (Ni Free) □ Semi-Precious	□ Lava <sup>™</sup> Plus Zirconia Frame (3M ESPE)    Resin   Composite Reinforced with   Fibre   Metal   No extra reinforcements		(for all ceramic restorations)
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free)  Semi-Precious  High-Precious	□ Lava <sup>™</sup> Plus Zirconia Frame (3MESPE)    Resin   Composite Reinforced with   Fibre   Metal   No extra reinforcements   Lava <sup>™</sup> Ultimate Cad/Cam Restorative	to illininse	(for all ceramic restorations)  Materials
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free)  Semi-Precious  High-Precious  *Margin Type  *Buccal Porcelain Margin	□ Lava <sup>™</sup> Plus Zirconia Frame (3M ESPE)    Resin   Composite Reinforced with   Fibre   Metal   No extra reinforcements   Lava <sup>™</sup> Ultimate Cad/Cam Restorative	Fast Please tick to minimise delays in case of a problem	(for all ceramic restorations)
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free)  Semi-Precious  High-Precious  *Margin Type  *Buccal Porcelain Margin  Classic PFM	□ Lava <sup>™</sup> Plus Zirconia Frame (3MESPE)    Resin   Composite Reinforced with   Fibre   Metal   No extra reinforcements   Lava <sup>™</sup> Ultimate Cad/Cam Restorative   Acrylic Resin (3MESPE)	Track delays in case of a problem	(for all ceramic restorations)  Materials Enclosed  Please tick
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free)  Semi-Precious  High-Precious  *Margin Type  *Buccal Porcelain Margin  Classic PFM  Fine Metal Margin	□ Lava™ Plus Zirconia Frame (3M ESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™ Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast	Track  delays in case of a problem  Insufficient Occlusal Clearance  NOTE: POSSIBLE VOID on warranty if one of these	(for all ceramic restorations)  Materials  Enclosed  DR  SCD  SCD
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free)  Semi-Precious  High-Precious  *Margin Type  *Buccal Porcelain Margin  Classic PFM	□ Lava™ Plus Zirconia Frame (3M ESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver	Track  delays in case of a problem  Insufficient Occlusal Clearance	(for all ceramic restorations)  Materials  Enclosed  DR SCD Upper Impression
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free) Semi-Precious High-Precious  *Margin Type *Buccal Porcelain Margin Classic PFM Fine Metal Margin 360° Porcelain Margin	□ Lava™ Plus Zirconia Frame (3M ESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™ Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated	delays in case of a problem  Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected  ☐ Adjust the opposing and mark on model or ☐ Make a reduction coping to show where	(for all ceramic restorations)  Materials Enclosed  DR ☑ SCD ☑  Upper Impression  Lower Impression  □ Lower Impression
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free) Semi-Precious High-Precious  *Margin Type *Buccal Porcelain Margin Classic PFM Fine Metal Margin 360° Porcelain Margin	□ Lava™ Plus Zirconia Frame (3M ESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™ Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected  Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.	(for all ceramic restorations)  Materials Enclosed  DR ✓ SCD ✓  Upper Impression  Lower Impression
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free) Semi-Precious High-Precious  *Margin Type *Buccal Porcelain Margin Classic PFM Fine Metal Margin 360° Porcelain Margin  *All Ceramic (Stump shade require *e.max	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin (3MESPE)    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold	delays in case of a problem  Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected  ☐ Adjust the opposing and mark on model or ☐ Make a reduction coping to show where	(for all ceramic restorations)  Materials Enclosed  DR ☑ SCD ☑  Upper Impression  Lower Impression  Upper Model  Upper Model
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free) Semi-Precious High-Precious  *Margin Type *Buccal Porcelain Margin Classic PFM Fine Metal Margin 360° Porcelain Margin  *All Ceramic (Stump shade require *e.max e.max Thin Veneers	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold   □ Mini 40%	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression	(for all ceramic restorations)  Materials Enclosed  DR ☑ SCD ☑  □ Upper Impression □ Lower Impression □ Upper Model □ Lower Model □ Lower Model
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free) Semi-Precious High-Precious  *Margin Type *Buccal Porcelain Margin Classic PFM Fine Metal Margin 360° Porcelain Margin  *All Ceramic (Stump shade require *e.max	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin (3MESPE)    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected	Materials Enclosed  DR ✓ SCD ✓  Upper Impression  Lower Impression  Upper Model  Lower Model  Bite Registration (under prepared abutment)
→*Porcelain-Fused-to-Meta   →*Non-Precious (Ni Free)   → Semi-Precious   → High-Precious    *Margin Type  □ *Buccal Porcelain Margin  □ Classic PFM □ Fine Metal Margin  □ 360° Porcelain Margin  □ 360° Porcelain Margin  □ *All Ceramic (Stump shade require e.max □ e.max Thin Veneers	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold   □ Mini 40%	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected	Materials   Enclosed   Please tick   ✓     DR
Porcelain-Fused-to-Meta   Non-Precious (Ni Free)   Semi-Precious   High-Precious    *Margin Type  *Buccal Porcelain Margin  Classic PFM  Fine Metal Margin  360° Porcelain Margin  *All Ceramic (Stump shade require *e.max   *e.max   e.max Thin Veneers   e.max Veeners	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold   □ Mini 40%   □ Academy 78%	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion	Materials Enclosed Please tick ✓  DR ✓ SCD ✓  Upper Impression □ Lower Impression □ Upper Model □ Defection (under prepared abutment) □ Previous C & B to return □ Previous Study Models to return □ Articulator □ Denture □
"*Porcelain-Fused-to-Meta  "*Non-Precious (Ni Free)  Semi-Precious  High-Precious  "*Margin Type  "*Buccal Porcelain Margin  Classic PFM  Fine Metal Margin  360° Porcelain Margin  "*All Ceramic (Stump shade require "*e.max  "e.max Thin Veneers	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements  □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold   □ Mini 40%   □ Academy 78%    Occlusal Staining	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected Do best and estimate	Materials   Enclosed   Please tick
*Porcelain-Fused-to-Meta  *Non-Precious (Ni Free) Semi-Precious High-Precious  *Margin Type *Buccal Porcelain Margin Classic PFM Fine Metal Margin 360° Porcelain Margin  *All Ceramic (Stump shade require *e.max e.max Thin Veneers e.max Veeners	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements   □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold   □ Mini 40%   □ Academy 78%    Occlusal Staining   □ None   □ Light	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected Do best and estimate If any of the above problems arise, email me to advise, but proceed anyway.	Materials   Enclosed   Please tick
→ *Porcelain-Fused-to-Meta   → *Non-Precious (Ni Free)   → Semi-Precious   → High-Precious    *Margin Type   → *Buccal Porcelain Margin  ○ Classic PFM  → Fine Metal Margin  ○ 360 ° Porcelain Margin  ○ *All Ceramic (Stump shade require *e.max  ○ e.max Thin Veneers  ○ e.max Veeners  Value	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin   □ Composite Reinforced with   □ Fibre   □ Metal   □ No extra reinforcements  □ Lava™Ultimate Cad/Cam Restorative   □ Acrylic Resin    Full Cast   Silver   □ Non-Precious Ni-Free   □ Gold Plated   □ Titanium   Yellow Gold   □ Mini 40%   □ Academy 78%    Occlusal Staining	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected Do best and estimate	Materials Enclosed  DR ✓ SCD ✓  Upper Impression  Lower Impression  Upper Model  Lower Model  Bite Registration (under prepared abutment)  Previous C & B to return  Previous Study Models to return  Articulator  Denture  Upners  Implant Component  P/C (Post Core)
Porcelain-Fused-to-Meta   Non-Precious (Ni Free)   Semi-Precious   High-Precious    *Margin Type  *Buccal Porcelain Margin  Classic PFM  Fine Metal Margin  360° Porcelain Margin  **all Ceramic (Stump shade require *e.max   *e.max Thin Veneers   e.max Veeners    Value  High Medium Low	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin	Insufficient Occlusal Clearance  NoTE: POSSIBLE VOID on warranty if one of these options are selected  Adjust the opposing and mark on model or  Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NoTE: WARRANTY VOID if this option is selected  Do best & estimate and attach a note  Suspected incorrect occlusion  NOTE: WARRANTY VOID if this option is selected  Do best and estimate  If any of the above problems arise, email me to advise, but proceed anyway.	Materials   Enclosed   Please tick   ✓     DR
*Porcelain-Fused-to-Meta   *Non-Precious (Ni Free)   Semi-Precious   High-Precious   High-Precious   *Margin Type   *Buccal Porcelain Margin   Classic PFM   Fine Metal Margin   360 ° Porcelain Margin   360 ° Porcelain Margin   *All Ceramic (Stump shade require   *e.max   e.max Thin Veneers   e.max Veeners   High   Medium   Low   *Default unless specified otherwise	Lava™ Plus Zirconia Frame (3MESPE)    Resin	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected Do best and estimate If any of the above problems arise, email me to advise, but proceed anyway. I would like these preferences to be a permanent note for all future cases.	Materials   Enclosed   Please tick   ✓
*Porcelain-Fused-to-Meta   *Non-Precious (Ni Free)   Semi-Precious   High-Precious   High-Precious   *Margin Type   *Buccal Porcelain Margin   Classic PFM   Fine Metal Margin   360° Porcelain Margin   360° Porcelain Margin   was also e.max   e.max   e.max Thin Veneers   e.max Veeners   High   Medium   Low   *Default unless specified otherwise	□ Lava™ Plus Zirconia Frame (3MESPE)    Resin	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected Do best and estimate If any of the above problems arise, email me to advise, but proceed anyway. I would like these preferences to be a permanent note for all future cases.	Materials   Enclosed   Please tick   DR
Porcelain-Fused-to-Meta   *Non-Precious (Ni Free)   Semi-Precious   High-Precious    *Margin Type  *Buccal Porcelain Margin  Classic PFM  Fine Metal Margin  360° Porcelain Margin  *All Ceramic (Stump shade require *e.max  e.max Thin Veneers  e.max Veeners   Value   High Medium Low    *Default unless specified otherwise	Lava™ Plus Zirconia Frame (3MESPE)    Resin	Insufficient Occlusal Clearance NOTE: POSSIBLE VOID on warranty if one of these options are selected Adjust the opposing and mark on model or Make a reduction coping to show where to adjust the preparation.  Margins not clear / distortion on impression NOTE: WARRANTY VOID if this option is selected Do best & estimate and attach a note  Suspected incorrect occlusion NOTE: WARRANTY VOID if this option is selected Do best and estimate If any of the above problems arise, email me to advise, but proceed anyway. I would like these preferences to be a permanent note for all future cases.	Materials   Enclosed   Please tick   ✓



# Terms & Conditions DEFINITIONS

- 1. These are the terms and conditions of Southern Cross Dental Ltd (CN N1045484) trading as Southern Cross Dental (herein after referred to as 'SCD' '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.scdlab.co.uk and you should refer to the website from time to time for any such changes.

### **ACCEPTANCE**

- 3. Any instruction received by SCD 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 SCD.

### **CREDIT**

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

# **PRICE and PAYMENT**

- 7. The price of the goods and services provided shall be detailed in writing by SCD to the customer. Prices are subject to change without notification.
- 8. VAT and other taxes shall be added to the price, in accordance with relevant legislation.
- 9. Where credit has been provided by SCD, invoices are due for payment thirty (30) days from statement date. Any balances outstanding over 30 days may incur interest and administration charges.
- 10. Payment can be made by credit card, electronic funds transfer or cheque. American Express credit cards are not accepted.

## **SERVICE**

- 11. The customer is responsible for the safe and timely delivery of jobs sent to SCD for processing. SCD takes no responsibility for jobs that are delayed, damaged or lost in transit to SCD.
- 12. Normal turnaround times for jobs are approximately 10 working days, depending on the product, from when SCD 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 SCD technicians, potential problems to discuss, or where photographs are requested by the customer. Procera and Implants cases take longer to manufacture.
- 13. SCD is responsible for the delivery of completed work back to the customer.
- 14. SCD will only make delivery of completed work to the business address of the customer. SCD will not deliver completed work to a residential address.

# **GUARANTEE**

- 15. SCD offers a guarantee on all crown and bridge work (except veneers, inlays or onlays) for any fractures or defects that occured as a result of the manufacturing process (Guarantee).
- 16. Where SCD agree 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 only (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 SCD for inspection.
- c. SCD will assess the Product to determine, in it's sole judgement, whether a full or partial refund, or replacement product will be provided.
- d. The Product will be remade for the customer in accordance with clause 16c, except that semi-precious or high precious metals or new components for implant cases will be charged for.
- e. The Guarantee extends to the replacement Product provided except where, in the opinion of SCD, the material selected by the customer has a higher than usual chance of fracture or defect.
- 17. SCD 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.
- 18. There is no written guarantee on removable prosthodontics such as dentures/splints or any other product supplied by SCD.
- 19. The Guarantee is offered to dentists who have sourced the Products from SCD and is not intended to exclude or limit any rights or remedies a consumer may have under consumer law in the United Kingdom.

# **MEDICAL ADVICE**

20. SCD 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 SCD, 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 SCD. Responsibility for the diagnosis of a medical condition, and for the prescription of treatment planning or medicines, rests solely with the customer.

## **GOVERNING LAW**

21. These Terms are governed by the laws of the United Kingdom. No action or proceeding may be commenced or maintained in relation to the website, our Products and Services or these terms except in a court of appropriate jurisdiction in the United Kingdom.