

TERMS AND CONDITIONS OF TRADE OF

Go Tooth Dental Laboratory Limited

1. INTERPRETATION

In these Conditions the following words have the following meanings:

- 1.1. **Conditions:** The standard terms and conditions of sale set out in this document and (unless the context otherwise requires) includes any special terms and conditions agreed in writing between the Buyer and Go Tooth Dental Laboratory Limited.
- 1.2. **Go Tooth:** Go Tooth Dental Laboratory Limited
- 1.3. **Buyer:** Any person(s), firm or company that purchases Goods and/or Services from Go Tooth.
- 1.4. **Contract:** Any agreement between Go Tooth and the Buyer for the sale and purchase of Goods and/or the supply of Services incorporating these conditions.
- 1.5. **Goods:** The goods agreed in the Contract to be supplied by Go Tooth to the Buyer.
- 1.6. **Services:** The Services agreed in the Contract to be supplied by Go Tooth to the Buyer.

2. GENERAL

- 2.1. Unless there is a variation under Condition 2.2 all Contracts will be on these conditions to the exclusion of all other terms (including any terms the Buyer purports to apply under any purchase order, confirmation of order, specification or other document)
- 2.2. These conditions apply to all Go Tooth sales and no variation of these Conditions or representation shall have any effect unless agreed in writing by an authorised official of Go Tooth.
- 2.3. No order placed by the Buyer shall be deemed to be accepted by Go Tooth until a written acknowledgement of order is issued by Go Tooth or, if earlier, Go Tooth delivers the Goods to or performs the Services for the Buyer.



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- 2.4. Any notice required or permitted to be given by either party to the other under these Conditions shall be in writing addressed to that other party at its registered office or principal place of business or such address as may at the relevant time have been notified pursuant to this provision to the party giving the notice and may be delivered personally or by email, first class recorded delivery post or first-class air mail letter. A notice shall be deemed to have been served (if personally delivered) at the time of delivery or (if sent by first class recorded delivery post) forty-eight hours after posting or (if sent by first class air mail letter) ninety-six hours after posting or (if sent by email) at the time of transmission.
- 2.5. The Buyer may not assign, transfer, charge or deal in any other manner with the Contract or any of its rights under it, nor purport to do any of the same, nor subcontract any or all of its obligations under the Contract without having obtained the prior written consent of Go Tooth.
- 2.6. Go Tooth shall be entitled to assign its rights under the Contract and subcontract any or all of its obligations under the Contract to any third party.

3. PRICE

- 3.1. The price for the Goods and Services shall be as listed in Go Tooth price list as at the date of delivery in the case of the Goods, or on the date of performance in the case of the Services.
- 3.2. In addition to the price applicable, the Buyer must pay all value added tax (if applicable), any other taxes, levies or duties, carriage, insurance costs, loading and unloading costs.
- 3.3. The Buyer will have to pay an additional delivery charge (which Go Tooth will tell the Buyer about) if the Buyer requires Go Tooth to deliver the Goods or to provide the Services outside normal working hours. This also includes express service.
- 3.4. Go Tooth may revise its price lists from time to time without telling the Buyer but Go Tooth will only increase the price for the Contract between the date of the Buyer's order and when it delivers the Goods and/or provides the Services if there is an increase in the cost of raw materials, labour and/or other production costs, changes in the types or rates of tax contributions or levies.



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- 3.5. Go Tooth will be entitled to invoice the Buyer at any time following delivery of the Goods and/or provision of the Services to the Buyer.
- 3.6. The Buyer shall notify Go Tooth in writing of any changes in its name, address or other circumstances that may affect the payment of accounts at least 14 days in advance of the date of effect.

4. PAYMENT AND CANCELLATION

- 4.1. Payments but without limitation, including payment for advertising space shall be made within 30 days of the date of invoice and shall be in the currency stated on the invoice without any deduction, set-off or withholding whatsoever. Time for payment shall be of the essence.
- 4.2. No payment shall be deemed to have been received until Go Tooth has received cleared funds.
- 4.3. Go Tooth reserves the right to claim interest on late payment at the rate of 15% per month and claim for any trace fees and other reasonable collection costs.
- 4.4. If any payment by the Buyer is overdue on this or any other Contract or the Buyer shall enter into any composition or arrangement with its creditors, or if being an incorporated company the Buyer shall have a receiver or administrator appointed or shall pass a resolution for winding up or a court shall make an order to that effect or if not being an unincorporated company the Buyer shall have a receiving order made against it or if the Buyer ceases or threatens to cease to carry on business or if there shall be any breach by the Buyer of any of these Conditions, Go tooth may cancel the Contract and suspend further deliveries of Goods to and/or performance of the Services for the Buyer until payment of all outstanding amounts is made in full. If Go Tooth cancels any Contract, payments owing by the Buyer on all Contracts shall become payable to Go tooth immediately (whether or not otherwise due at the time of cancellation by Go tooth) and the Buyer's right to possession of the Goods shall terminate.
- 4.5. The Buyer will pay, on demand and on a full indemnity basis, all costs and expenses (and VAT) which Go Tooth may from time to time incur by reason of the Buyer's failure to perform its obligations under the Contract.



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- 4.6. Except as otherwise expressly provided in these Conditions, cancellation of an order by the Buyer, in whole or in part cannot be accepted without Go Tooth's consent in writing which shall only be given if a full indemnity is given by the Buyer to Go Tooth. All cancellations of any order must be made in writing and cannot be accepted verbally.
- 4.7. If the Buyer is a Limited Company or a Limited Liability Partnership and is unable to pay the invoice amount, then the invoice amount will be payable personally by the Directors or Partners. All losses, costs and disbursements incurred by Go Tooth through late payment by the Buyer, will in all cases be charged back to the Buyer.

5. DELIVERY

- 5.1. Delivery shall take place on dispatch from Go Tooth's premises.
- 5.2. All delivery and performance times and dates are estimates only given in good faith but without obligation. Go Tooth shall not be liable for any loss, costs, damages, charges or expenses caused directly or indirectly by any delay in delivery of the Goods or performance of the Services (even if caused by Go Tooth's negligence). Time for delivery is not of the essence. If no dates are specified, delivery and/or performance will be within a reasonable time.
- 5.3. If the Buyer (1) requests that delivery be postponed or (2) refuses to accept delivery or (3) fails to give Go Tooth adequate delivery instructions, then (a) risk of damage to or loss of the Goods will pass to the Buyer (including for loss or damage caused by Go Tooth's negligence), (b) the Goods will be deemed to have been delivered, (c) Go Tooth may store the Goods until actual delivery and charge the Buyer for all related costs including insurance for storage, (d) Go Tooth may increase the price according to price lists applying at time of actual delivery and (e) Go Tooth may sell the Goods at the best price readily obtainable and charge the Buyer for any shortfall below the price under the Contract.
- 5.4. Go Tooth shall have no liability for non-delivery or short delivery unless notified by the Buyer in writing within two working days of due delivery date. If written notification is received Go Tooth liability for non-delivery or short delivery shall be limited to replacing the Goods within a reasonable time or issuing a credit note against any invoice raised for the relevant Goods. If the Buyer does not notify Go Tooth within this time limit, the Buyer shall be



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deemed to have received the Goods and shall be bound to pay the price as if the Goods had been delivered.

6. PASSING OF RISK AND PROPERTY

- 6.1. Risk of loss, damage or deterioration in the Goods shall pass to the Buyer when dispatched from Go Tooth's premises.
- 6.2. Ownership of the Goods shall not pass to the Buyer until Go Tooth has received full payment of all sums due to Go Tooth on any account. Until ownership of the Goods has passed to the Buyer, the Buyer as bailee shall keep them safe, insured and separate and identifiable from all other Goods in its possession at no cost to Go Tooth. If monies on any account become overdue, the Buyer grants Go Tooth, its agents and employees an irrevocable licence at any time (in addition to any other rights it may have) to enter any land or buildings where the Goods are located in order to inspect them, or where the Buyer's right to possession has terminated to repossess and sell the Goods.

7. DEFECTS AND INSPECTION OF GOODS

- 7.1. The Goods are not tested and Go Tooth gives no warranty to the Buyer in relation to the Goods. All warranties, conditions or other terms implied by statute or common law (save for the conditions implied by Section 12 of the Sale of Goods Act 1979) are excluded to the fullest extent permitted by law.
- 7.2. Any claim by the Buyer based on a defect in the quality or condition of the Goods must be notified to Go Tooth by the Buyer in writing with photographic evidence within 5 days from the time of delivery or collection. Notice must be other than by consignment note.
- 7.3. The Buyer shall not be entitled to reject the Goods and shall be bound to pay the price if it fails to comply with condition 8.1. It is the responsibility of the Buyer (at its own expense) to return defective Goods to Go Tooth's premises for inspection if requested to do so by Go Tooth within 14 days of delivery. For the purposes of condition 8.1, time shall be of the essence.



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7.4. Where the Buyer complies with conditions 8.1, at Go Tooth discretion, Go Tooth shall replace or repair the defective Goods on the original models. Go Tooth shall have no further liability to the Buyer for any defect in the Goods in any event.

The Buyer is responsible for taking accurate impressions and to ensure that these are securely packaged in order to avoid any damage or distortion in transit.

Go Tooth reserves the right to return the prescription form to the Buyer and request new impressions to be provided if in its opinion the impressions or indications are deficient or imprecise.

Go Tooth has the right to return all impressions, which are provided by the Buyer, that have not been correctly decontaminated and/or blood is present on the impression.

Go Tooth shall not remake any device free of charge save where Go Tooth has failed to observe clear indications and impressions given by the Buyer.

Go Tooth accepts no liability for any Goods fitted incorrectly by the Buyer, a technician, clinical dental technician or dental surgeon.

Go Tooth shall be notified within 5 days of delivery where Goods supplied to the Buyer, in the unlikely event, are not of satisfactory quality or do not comply with their description. After this period, Go Tooth will only replace or repair any defective goods at its discretion.

Go Tooth warrants that the Goods supplied shall subject to fair, wear and tear be fit for their normal use for not less than the period stipulated.

The following warranty period shall apply to the following Goods:

All in house manufactured items -

Dentures – 12 months

Gum-shields or Mouthguards – 1 month



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Bleaching trays, soft, soft-hard night-guards or Essix retainers - 1 month
Hard night-guards & anti snore devices – 6 months

Gingiva Masks – 6 months

Components supplied by others are subject to individual manufacturer guarantee.

Denture repairs or additions are not provided with a warranty, further repairs or adjustments will be made at Go Tooth's discretion.

If during the appropriate warranty period, a claim is made that the Goods have become exhausted, Go Tooth will assess their condition and if required re-make the Goods.

The tooth model sent to the Buyer with the Goods must be retained by the Buyer and returned to Go Tooth when making a warranty claim. The warranty will be invalidated if the model is not returned.

8. EXPORT TERMS

8.1. Unless the Goods are to be collected by the Buyer or its carrier from Go Tooth premises, the Goods shall be delivered to the Buyer's nominated premises (as agreed by Go Tooth).

9. LIABILITY

9.1. The maximum aggregate liability of Go Tooth, its employees and agents for breach of contract, misrepresentation, misstatement or other tortious act or omission including negligence arising under or in connection with the Contract shall so far as permitted by law be limited to the price paid to Go Tooth under the Contract. Nothing in these conditions shall exclude Go Tooth's liability for death or personal injury resulting from negligence or fraudulent misrepresentation.



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- 9.2. Go Tooth shall not be liable for any loss of profit or for any indirect or consequential loss or depletion of goodwill or loss of business nor costs, expenses or other claims for consequential compensation whatsoever that arises out of or in connection with the Contract.
- 9.3. Go Tooth reserves the right to defer the date of delivery or to cancel the Contract or reduce the volume of the Goods ordered by the Buyer (without liability to the Buyer) if it is prevented from or delayed in the carrying on of its business due to circumstances beyond its reasonable control including, without limitation, acts of God, government actions, war or national emergency, armed conflict, terrorist attack, terrorist activity, riot, blockades, embargoes, fire, explosion, flood, epidemic, blackouts, malicious damage, strikes, or other labour disputes (whether or not relating to Go Tooth's workforce) or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate or suitable materials, labour, fuel, parts of machinery, or import or export regulations or embargoes. If the event in question continues for a continuous period in excess of 20 days the Buyer shall be entitled to give notice in writing to Go Tooth to terminate the contract.

10. CREDIT SEARCHES

- 10.1. When the Buyer applies to open a credit account, Go Tooth will check the following records about the person submitting the credit account application on behalf of the Buyer, the Buyer and its business partners: (i) Go Tooth's own records, (ii) personal and business records at Credit Reference Agencies (CRAs) - when CRAs receive a search it will place a search footprint on the business credit files that may be seen by other lenders and they will supply to Go Tooth both public (including the electoral register) and shared credit and fraud prevention information, (iii) those at fraud prevention agencies (FPAs), (iv) if the person submitting the Order on the Buyer's behalf is a director, Go Tooth will seek confirmation from CRAs that the residential address that is provided is the same as that shown on the restricted register of directors' usual addresses at Companies House.



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- 10.2. Go Tooth will make checks such as assessing the credit account application for credit and verifying identities to prevent and detect crime and money laundering and may also make periodic searches at CRAs and FPAs to manage the Buyer's credit account with us.
- 10.3. Information on credit account applications will be sent to CRAs and will be recorded by them, including information on the Buyer's business and its proprietors and CRAs may create a record of the name and address of the Buyer's business and its proprietors if there is not one already.
- 10.4. If the Buyer does not repay any amounts in full and on time, CRAs will record the outstanding debt. This information may be supplied to other organisations by CRAs and FPAs to perform similar checks and to trace whereabouts and recover debts owed. Records remain on file for six years after they are closed, whether settled or defaulted.
- 10.5. If the credit account application contains false or inaccurate information and Go Tooth suspects or identifies fraud Go Tooth will record this and may also pass this information to FPAs and other organisations involved in crime and fraud prevention.
- 10.6. If the Buyer does not make payments owed to Go Tooth, Go Tooth may trace whereabouts and recover debts.
- 10.7. Go Tooth and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
- 10.8. The data of the Buyer and person submitting the credit account application on behalf of the Buyer may also be used for other purposes for which specific permission is given or, in very limited circumstances, when required by law or where permitted under the terms of the Data Protection Act 1998.

11. SEVERABILITY

If any competent authority holds any provision of these conditions to be invalid or unenforceable in whole or in part, the validity of the other provisions of these conditions and the remainder of the provision in question shall not be affected by it.



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12. CHOICE OF LAW AND JURISDICTION

Any Contract shall be governed and construed in accordance with English law. Go Tooth and the Buyer each submit to the exclusive jurisdiction of the English Courts.



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