

## Terms & Conditions

### Application

These terms and conditions shall apply to every order of goods and/or services (products) made by Toothworx Pty Ltd ACN 614645948 to the customer who places an order with us (you/your) (even if they are not attached to any particular quote or order).

### Quote, Order and Acceptance

If we provide you with a quote it is valid only for the period of time specified in the quote or 30 days from the date of the quote, whichever is the lesser, and only in respect of the matters set out in the quote. Our quotes are confidential and you must not disclose the information in our quotes to any other person without our prior written consent. A quote given by us is an invitation for you to trade with us. It shall not constitute an offer by us to you. You may use the quote to submit an order to us. Prices given in any quote are applicable to that quote only and will not apply in any other instance, unless confirmed in writing by us. If you are given a quote and instruct us to proceed, you are taken to have submitted an order to us on the terms of the quote. We are not obliged to accept any order. Acceptance of an order only occurs where we accept the order (which may be done in writing, verbally or by us commencing to fulfil the order).

### Change of Order

Once an order has been accepted by us, it can only be changed or cancelled with our consent and in respect of which additional charges may apply as determined by us. Each order constitutes a separate and independent agreement. Subject to these terms and conditions, any action taken in respect one order does not automatically affect any or all other orders.

### Authority to Place Order

You agree that we are entitled to assume that anyone on behalf of you (including your employees) who places an order with us has full power and authority to bind you irrespective of whether or not such person followed your internal procedures before placing the order and you agree to be bound by the acts or omissions of such persons.

### Your Obligations

You must promptly provide all instruction, information and documentation reasonably requested by us relating to the order (including, for clarity, A laboratory card) and it is your responsibility to ensure same are accurate and complete in all material respects. We are not liable for any loss or damage of any kind suffered by you as a result of any failure or delay by you in respect of the foregoing and we are entitled to a reasonable extension of any timeframe applicable to our obligations as a result of such a failure or delay. It is your responsibility to ensure that any contact details we have about you including your address and delivery details are correct and up to date at all times.

### Prices and Products

The price and description of the products you may offer to purchase from us are described in our price list. We may change any aspect of the price list at any time without prior notice. It is your responsibility to check the price list before placing your order with us.

### Descriptions

Any description of our products including any specifications, illustrations, drawings, data, dimensions and weights are approximate only and are given by way of identification only. The use of the description does not constitute a sale by description and does not form part of our contract with you unless we say so in writing. You are responsible for ensuring that the product ordered is suitable for its intended use by you and to the fullest extent permitted by law we are not liable to you for any product you order which is unsuitable for your intended use.

### Rebates and discounts

In general, rebates and discounts cannot be applied to alloys, implant parts, and other components supplied by a third party.

### Payment, Interest and Merchant Fee

All invoices shall be paid by you in accordance with the payment conditions stated on the invoice. In the absence of specific conditions, you must make payment no later than thirty days after the invoice date hereinafter: -the payment period If payment is not made in the payment period, you shall be in default by operation of law and we shall impose a late-payment interest fee of 1.5% per month (one point five percent), calculated over the period you are in default, all of this without any further notice of default or court intervention being required. If, after notice of default, you remain in default of your payment obligation, the claim may be put out for collection, in which case you shall also be required to make full payment for all the (extra-) judicial and collection costs incurred by us, without prejudice to our other rights. If payment is not made in any relevant payment period, we are entitled to suspend our obligations pursuant to the contract and any other current contracts until full payment has been made, without prejudice to our right to damages and without any obligation to compensate you for any loss. We reserve the right to return any goods, materials, equipment and the like which you may make available to us, only after you have made full payment of all amounts owed. If the work is performed on the basis of subsequent calculations, we shall bill you on a monthly basis.

### Credit Reporting

We may give information about you or your business to a credit reporting agency for the purpose of obtaining a credit code (or similar) report, and/or to allow any credit reporting agency to create or maintain a credit information file about you or your business. You hereby consent to us disclosing your information to any credit reporting agency as outlined above.

### GST

Unless otherwise stated, our prices are shown exclusive of goods and services tax (GST). You must pay the applicable amount of GST in addition to the amount payable at the same time as the amount to which it relates is payable. If GST is payable, the invoice issued by us to you will be a Tax Invoice.

In these terms and conditions, eTax Invoice means an invoice issued in conformity with the GST Act; and eGST Act means A New Tax System (Goods and Services Tax) Act 1999 (Cth) and the regulations thereunder.

### Delivery and Delivery Costs

Delivery takes place on the earlier of the time our product passes into your (or your agents) possession, or the time when we deliver same to the relevant delivery address. Unless otherwise stated, our prices are shown exclusive of delivery costs. We reserve the right to charge for the costs we incur in delivering our product to you in addition to all other amounts payable. Delivery costs are payable at the same time as the payment for the products delivered is due. Unless we make other arrangement with you, our product is delivered direct to the delivery address listed on your account (and delivery to that address is sufficient delivery). If you request that we deliver our product to another address, we may charge you an additional fee.

Although we will use reasonable endeavours to provide the product to you by the date for delivery, this time is not of the essence. If supply of the product is prevented, delayed or hindered directly or indirectly by circumstances beyond our reasonable control then, at our option, either the delivery time shall be extended until the effect of the delaying cause has ceased or we may cancel the order. You are not entitled to cancel the order for the resultant delay. We are not liable to you for any loss or damage of any kind you suffer arising out of any failure by us to provide the product on the agreed or specified date or within a reasonable time or for the resultant delay or cancellation of the order.

### Title and Risk

Risk of loss, damage or destruction to our product passes to you at the time of delivery. Title though only passes to you once payment in full for the relevant product has been made.

### Infection Control

We warrant that our products comply with the Australian Dental Association Inc's Guidelines for Infection Control and the Dental Board of Australia's Guidelines on Infection Control.

### Inspection

For materials we provide to you, you should inspect the product immediately upon delivery. To the fullest extent permitted by law, you must report to us in writing any damage or incorrect supply which must be received by us within 3 days of delivery otherwise we may refuse any claim you make.

### Warranties

Subject to the warranty conditions set out below (and any manufacturers' warranty that the relevant manufacturer may provide), we provide the following warranties against faults or defects (calculated from the date of our invoice) in respect of the following products we provide to you:

Crown and bridge definitive 5 years  
All crown and bridge temporary 3 months  
All zirconia frameworks 5 years  
All zirconia layered 12 months  
All acrylic work 3 months  
Lithium disilicate 12 months

### Warranty Conditions

- (1) You must notify us in writing at the address identified below immediately when the fault or defect arises.
- (2) We shall alone determine whether the product(s) are faulty or defective.
- (3) You will not be able to rely upon the warranties in this document unless you have first paid all amounts you owe us for any products.
- (4) If we accept or determine that you have a valid warranty claim, and subject to point (5) below, we will bear all of your reasonable and proximate expenses incurred as a result of making the warranty claim. You must inform us in writing at the address identified below within 21 days from when you first make a warranty claim of all such expenses and provide us with copies of all receipts and invoices prior to us reimbursing you for any expenses. You are responsible for all other costs of making a warranty claim.
- (5) We will not be responsible for any courier, transport or freight related costs whatsoever associated with the return of any products or part thereof to us where such costs have not first been approved by us. We reserve the right to first inspect any products or part thereof and decide how, if at all, the product or part thereof is to be returned to us. Any unapproved courier, transport or freight related costs will be at your expense. For clarity, you bear the risk of loss or damage to the product until the time of delivery.
- (6) This warranty is not transferrable.

### Australian Consumer Law

If you acquire goods from us as a consumer within the meaning of that term in the Australian Consumer Law, then the following paragraph applies:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### Contact details if you wish to make a warranty claim

For more information or to make a warranty claim, please telephone Toothworx Dental Laboratory on 08 7226 9565 or write to us at 188 Prospect Rd, Prospect SA 5082. Our website and email details are as follows: www.toothworx.net  
toothworxsa@gmail.com

### Limitation of Liability – General

To the fullest extent permitted by law: (a) we are not liable to you for any consequent, special, incidental or other indirect loss or damage including loss of profit, loss of opportunity, business, revenue, goodwill or anticipated savings arising out of performance of our obligations irrespective of whether or not we were made aware of the possibility of such loss; (b) all implied warranties, terms and conditions in relation to the product including those implied by use, trade, custom or otherwise are hereby excluded.

### Limitation of Liability – Products

To the fullest extent permitted by law (but subject to the Australian Consumer Law and any applicable express warranty in these terms and conditions), in respect of any products we provide to you: (a) your only remedy in respect of a damaged or defective product covered by a warranty we give is limited to the terms of the warranty; (b) if despite the foregoing limitation we are nonetheless held to be liable to you, then our maximum liability to you for any reason whatsoever, whether arising in tort of contract or otherwise, is limited, as selected by us, to either providing the product again, the payment of the cost of having the product supplied again or repairing the product.

Without derogating from the foregoing, our maximum liability to you for any reason whatsoever is strictly limited to the amount paid by you to us in respect of an order.

### Indemnity

You indemnify us from and against all claims, demands, suits, proceedings, costs, liability, loss, damage and expense (including legal costs on a full indemnity basis and any commissions or other expenses we pay to any debt collection agency we retain to recover or attempt to recover the monies you owe to us), suffered, paid or incurred by us arising from any breach by you of these terms and conditions or any order.

### Your Relationship with Us

Nothing in these terms and conditions creates any relationship of employment, agency, joint venture or partnership between you and us.

### Suspension

If you default or fail or delay in performing your obligations then in addition to and without prejudice to any of our other rights or remedies (including exercising a right of termination after suspension), we may suspend the performance of our obligations until such breach is rectified without being liable to you for any loss or damage of any kind suffered by you as a result of such suspension. We are entitled to a reasonable extension of any timeframe applicable to our obligations as a result of such suspension.

### Termination

If a party (defaulting party): (a) has a receiver, receiver and manager, administrator, liquidator or external controller appointed to it; (b) becomes bankrupt, insolvent or is wound-up; (c) has a resolution passed for its winding-up, commits an act of insolvency or bankruptcy; (d) enters into a scheme or arrangement with its creditors; (e) breaches an essential term of the order; (f) breaches a term of the order that is not capable of remedy; or (g) subject to the foregoing, breaches a term of the order that is capable of remedy but is not so remedied within 14 days of written demand; then the other party by written notice to defaulting party may terminate the relevant order immediately.

### Effect of Termination

Termination shall not affect any provision of the order expressed or capable of operating or having effect subsequent to termination and shall be without prejudice to any accrued right or remedy of a party in relation to any breach of or default by the other party occurring prior to termination.

### Cancellation by Us

We may cancel an order at any time before the product is supplied to you by giving notice to you in which case we will repay any sums paid by you in advance to us in respect of the relevant product.

### Intellectual Property

You do not receive any right, title or interest in the intellectual property right in our product. If we source, produce or manufacture any product samples or prototypes specifically for you, you do not acquire any intellectual property rights in such samples and prototypes.

We are not liable to you for any infringement or unauthorised use of any intellectual property rights connected with these terms and conditions or an order.

In these terms and conditions, intellectual property rights include any copyright, moral rights, trademark, registered design, patent, trade and business names, inventions, know-how, improvements, discoveries and confidential process and includes without limitation artistic works, images, illustrations and photographs and any adaptation or concept relating to it.

### Photography

All case photographs and images taken and created at Toothworx will remain the property of Toothworx without acceptance, and are protected by copyright.

### Database

We may store information provided by you to us, including your contact details, on our internal database. You have no right to view or otherwise access that database. To the fullest extent permitted by law, we may use any information provided by you to us to conduct our business.

### Inconsistency and Variation

We may vary these terms and conditions from time to time, in which case those new terms and conditions shall apply to every new order after you are notified in writing of the new terms and conditions. Subject to the forgoing and any other provision of the order, any variation, amendment or consent to departure by any party from the order will have no force or effect unless agreed in writing by us.

If there is any inconsistency between these terms and conditions (general) and any other details of the order (specific), the specific details of the order prevail to the extent of the inconsistency.

### General

In respect of these terms and conditions and the order: (a) we may in our sole discretion assign, subcontract or sublicense any or all of our obligations from time to time; (b) you cannot transfer or assign your rights or obligations without our prior written consent; (c) the failure to exercise or delay in exercising by any party of any of its rights shall not operate as a waiver and the single or partial exercise of any right by that party shall not preclude any other or further exercise of that or any other right by that party; (d) no rule of construction applies to the disadvantage of a party because that party was responsible for the preparation of the terms and conditions or an order or any part of them; e) unless otherwise specified by us, an order has no set form and could for example, comprise emails exchanged between you and us or be an order by phone or fax or a combination of same; (f) subject to these terms and conditions, the rights of a party are not exclusive of any rights provided by law; (g) any provision or part of a provision which is prohibited or unenforceable in any jurisdiction shall, as to that jurisdiction, be ineffective to the extent of that prohibition or unenforceability, without invalidating the remaining provisions or affecting the validity or enforceability of that provision in any other jurisdiction; (h) subject to these terms and conditions, any variation, amendment or consent to departure by any party from these terms and conditions or an order, shall have no force or effect unless agreed in writing between you and us; (i) the terms and conditions, relevant order and the laboratory card express and incorporate the entire agreement between the parties in relation to its subject matter, and all the terms of that agreement, and supersedes and excludes and prior or collateral negotiation, understanding, communication, agreement, representation or warranty by or between the parties in relation to that subject matter or any term of that agreement. Neither party shall, after the order has been accepted, be entitled, as against the other party or other officers or any party, to bring suit on the basis of any verbal or written communications, representations, inducements, undertakings, agreements or arrangements except expressly as provided by the terms and conditions and the relevant order; (j) if by reason of any fact, circumstance, matter or thing beyond our reasonable control, we are unable or unwilling to perform in whole or in part any obligation, we shall be relieved of that obligation to the extent and for the period that we are so unable or unwilling to perform and are not liable for any loss or damage of any kind suffered by you arising out of such inability or unwillingness to perform; (k) they shall be governed by and construed in accordance with the laws of the State of South Australia, Australia; (l) any legal action or proceedings with respect to the terms and conditions and/or order against any party or any of its property and assets may be brought in the Courts of the State of South Australia, Australia and each party accepts, for itself and in respect of its property assets, generally and unconditionally the jurisdiction of the Courts of the State.

### Interpretation

Unless the context otherwise requires: (a) headings, boldings and underlines are for convenience only and do not affect the interpretation of these terms and conditions or an order; (b) words importing the singular include the plural and vice versa; (c) reference to a -person includes a company, partnership, joint venture, association, trust, corporation and vice-versa; (d) reference to any statute or regulation includes all statutes and regulations varying, consolidating or replacing them; reference to a statute includes all regulations, proclamations, ordinances and by-laws issued after that statute; (e) the words includes, including, for example or such as or similar expressions are not words of limitation; (f) all references to dollar dollars are to the lawful currency of Australia; (g) a covenant, an agreement or acknowledgement on the part of, or in favour of, two or more persons, binds them or ensures to their benefit jointly and severally.