

BATCH # (Office only)

ORDER #

Dentist Account/Practice Name

Practice Address

Tel Email

Patient ID Date

Patient ID - If patient name is listed here, please ensure you have written patient consent.

Account Number

Work Required By Day Mth

Specify additional instructions below.

12 working days from
date of receipt

- ☐ New Case
☐ Continuation

SUPPLIER OF COMPONENTS

- ☐ SCD
☐ Dentist
- ☐ 'Quest'
Premium Australian
Made Products
From 12 working days

Fixed Prosthesis

- ☐ Crown
☐ Bridge
☐ Hybrid

Removable Overdenture

- ☐ Bar & Clip Retainer
☐ Locator
☐ Other

Cement-Retained with

- ☐ Basic Cement retained*
☐ Cement Vent (optional)
☐ Occlusal Screw Access (optional)

Screw Retained with

- ☐ Occlusal Screw (posterior)
/Palatal Screw (anterior)
☐ Cross Screw

Surgical Stent

- ☐ Model Based
☐ CT Based

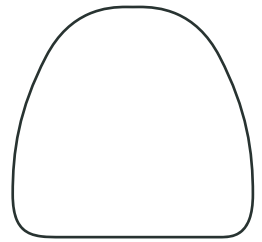
Radiographical Stent

- ☐ Gutta Percha
☐ Lead Strips Plus Gutta Percha
Other

System

Shade

Diameter







ABUTMENT SELECTION

Custom Milled	Branded System	Cast Abutment	Milled
<input type="checkbox"/> Zirconia on Titanium <input type="checkbox"/> Full Zirconia <input type="checkbox"/> Titanium <input type="checkbox"/> NP Ni-Free	Preformed Abutment <input type="checkbox"/> Zirconia <input type="checkbox"/> Titanium Other <input type="text"/>	<input type="checkbox"/> Non-Precious Ni-Free (if possible) <input type="checkbox"/> Semi-Precious <input type="checkbox"/> High-Precious Other <input type="text"/>	Specify Above in RX section

RESTORATION SELECTION

*Porcelain-Fused-to-Metal	*All-Ceramic	*Resin
<input type="checkbox"/> *Non-Precious (Ni Free) <input type="checkbox"/> Semi-Precious <input type="checkbox"/> Titanium <input type="checkbox"/> High-Precious	<input type="checkbox"/> *PFZ <input type="checkbox"/> PFZQuest <input type="checkbox"/> FMZir <input type="checkbox"/> ZirQuest <input type="checkbox"/> IPS e.max <input type="checkbox"/> MaxQuest <input type="checkbox"/> IPS e.max Zirpress <input type="checkbox"/> Procera Zirconia <input type="checkbox"/> Lava™ Classic Zirconia frame (3M ESPE) <input type="checkbox"/> Lava™ Plus Zirconia frame (3M ESPE)	<input type="checkbox"/> Composite (Zirconium Silicate) <input type="checkbox"/> Composite on Ni-Free alloy <input type="checkbox"/> Acrylic

*Default unless specified otherwise.

EMBASURE	OCCUSAL CONTACT	PROXIMAL CONTACT	PONTIC DESIGN
 <input type="checkbox"/> Open <input type="checkbox"/> Closed	 <input type="checkbox"/> Heavy <input type="checkbox"/> Light <input type="checkbox"/> Open	 <input type="checkbox"/> Normal <input type="checkbox"/> Extended	 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Materials Enclosed

Please tick ☒

DR <input checked="" type="checkbox"/>	SCD <input checked="" type="checkbox"/>
<input type="checkbox"/> Analog #	<input type="checkbox"/>
<input type="checkbox"/> Abutment/Gold Adapt/Parts #	<input type="checkbox"/>
<input type="checkbox"/> Screws #	<input type="checkbox"/>
<input type="checkbox"/> Upper Impression	<input type="checkbox"/>
<input type="checkbox"/> Lower Impression	<input type="checkbox"/>
<input type="checkbox"/> Upper Model	<input type="checkbox"/>
<input type="checkbox"/> Lower Model	<input type="checkbox"/>
<input type="checkbox"/> Bite Registration (under prepared abutment)	<input type="checkbox"/>
<input type="checkbox"/> Previous C & B to return	<input type="checkbox"/>
<input type="checkbox"/> Previous Study Models to return	<input type="checkbox"/>
<input type="checkbox"/> Articulator	<input type="checkbox"/>
<input type="checkbox"/> Denture	<input type="checkbox"/>
<input type="checkbox"/> Veneers	<input type="checkbox"/>
<input type="checkbox"/> Component	<input type="checkbox"/>
<input type="checkbox"/> Crown/Bridge	<input type="checkbox"/>
<input type="checkbox"/> Shade Tab	<input type="checkbox"/>
<input type="checkbox"/> Voucher Attached #	<input type="checkbox"/>
<input type="checkbox"/> Other Inclusions	<input type="checkbox"/>
SPU <input type="checkbox"/>	

PHOTOS TO BE EMAILED TO

- ☐ nz@scdlab.com (Rotorua) ☐
- ☐ akl@scdlab.com (Auckland) ☐

Terms & Conditions**DEFINITIONS**

1. These are the terms and conditions of Southern Cross Dental Laboratories (NZ) Limited (CN 3791176) 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.nz 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. A current price list can be obtained from SCD Customer Service.
8. GST 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 occurred 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 its 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 New Zealand consumer law.

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 New Zealand. No action or proceeding may be commenced or maintained in relation to the site, the Services or these Terms except in a New Zealand court.