

Who to contact

Orders and enquiries	Helen Wilson Jackie Thompson Tony Birks	helen@kemdent.co.uk jackie@kemdent.co.uk anthony@kemdent.co.uk
Marketing	Belinda Mayoh	belinda@kemdent.co.uk
Accounts	Holly Dixon	holly@kemdent.co.uk
Quality	Tony Cook	tony@kemdent.co.uk
IT & Website	Craig Mayoh	craig@kemdent.co.uk

Material Safety Sheets are available for all products on our website: www.kemdent.co.uk.

UK terms of trading

1. This Price List cancels all previous lists and is subject to alteration without notice.
2. Prices in this List are quoted exclusive of VAT which will be charged at the rate in force at the tax point.
3. Delivery: All orders are despatched by the most economical method. Our carriers provide a guaranteed 2 – 3 day delivery service.

Delivery charges: U.K. mainland orders valued up to £25.00+VAT are subject to a £2.95 charge. U.K. mainland orders valued at £25.00 to £100.00+VAT are subject to a £6.00 charge. Consignments up to 10 kilos containing flammable liquid incur a minimum carriage charge of £6.00. Orders valued above £100.00+VAT will be sent carriage free of charge.

4. Orders for products or pack sizes not listed in this Price List will be considered as a Special Order. Once received and accepted by us a Special Order cannot be cancelled or returned (see 8 below).
5. Returning goods:-

Under normal circumstances goods cannot be returned unless:-

1. to correct an error in delivery made by us
2. in response to a batch recall instigated by us
3. products are alleged to be faulty

Terms of Payment

Approved accounts are payable net, not later than the 27th day of the month following the month in which goods are invoiced. Others – cash with order. We reserve the right to charge 2% interest per month on overdue accounts.

Payments should be made in sterling only through a U.K. Bank or direct to the company's Bank

Kemdent is a Registered Trademark of Associated Dental Products Ltd,
Kemdent Works, Purton, Swindon, Wiltshire, SN5 4HT, ENGLAND.

In such cases please follow the procedures below:-

To correct an error in delivery notify us within 3 working days of receipt, quoting Order Number.
In case of a batch recall, follow the instructions issued by us at the time.

Where products are alleged to be faulty:

- 3.1 contact us immediately by fax quoting Lot No, Invoice Number and date giving details of the complaint
- 3.2 if agreed by us, return sample of product quoting our Complaint Reference Number. The complaint will be dealt with as swiftly as possible.

A request for goods to be returned for any other reason will ONLY be considered if the goods:-

1. Are in perfect original condition and not marked in any way; and
2. Have been purchased within the last month; and
3. Lot Number, Invoice Number and date are quoted.

If these conditions can be met contact us for approval of the return. Goods must be returned carriage paid. A minimum handling charge of £10.00 will be made.

6. All goods remain the property of Associated Dental Products Ltd until full payment has been received.

Bank details

Lloyd's TSB Bank Plc., Gorse Hill (Cricklade),
84-86 Cricklade Road, Gorse Hill, Swindon SN2 6AE.
Bank Code 30-13-35. Account No. 00692833.
IBAN No: GB96 LOYD 3013 3500 6928 33.
BIC CODE: LOYDGB21238.