

# Customer information



## Who to contact

UK Orders UK Enquiries	Marian Wood	sales@kemdent.co.uk marian@kemdent.co.uk
Marketing	Graham Mayoh Belinda Mayoh	gmayoh@kemdent.co.uk belinda@kemdent.co.uk
Telesales	Helen Wilson Jackie Thompson	helen@kemdent.co.uk jackie@kemdent.co.uk
Accounts	Gary Squires Holly Dixon	gary@kemdent.co.uk holly@kemdent.co.uk
Purchasing	Justin Horsell	justin@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](http://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. We reserve the right to increase the quantities of various products supplied to fit our standard outer packaging.
4. Delivery: All orders are despatched by the most economical method. Our carriers provide a guaranteed 2 – 3 day delivery whilst parcel post can take 1 – 2 weeks.  
Charges: All postage/carriage will be charged at £6.00 for UK mainland consignments up to 20kg. U.K. mainland consignments over 20kg will be charged at £30 per pallet or part thereof, by road. Consignments up to 20 kilos containing inflammable liquid which would otherwise be sent by post, must be sent freight and will incur a minimum carriage charge of £10.00.
5. As a special service to dealers orders may be despatched direct to a Surgery or Laboratory. Retail Price less 15% discount will be charged. A minimum order value of £15.00 applies. Goods despatched in this way may not be returned (see 8).
6. 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).
7. 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**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.
8. All goods remain the property of Associated Dental Products Ltd until full payment has been received.

## 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**

## 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.

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

VAT Registration No. GB 194 2213 72.  
Company Registration No. 327337.