

TERMS & CONDITIONS

www.jdimplants.co.uk is a site operated by Titan Care Ltd. ("we", "us"). We are registered in England (Company No 09290063) and our trading address is, Symal House, 423 Edgware Road, London, NW9 0HU. Any queries should be addressed to "JD Implants UK Ltd" at the above address. Alternatively you may e-mail info@jdimplants.co.uk.

These terms and conditions apply to all sales made to you via this website. By placing an order you are deemed to have accepted these terms and conditions. Please read and familiarise yourself with them.

1. CUSTOMERS

By placing an order through our site, you warrant that you are legally capable of entering into binding contracts, that you are at least 18 years old and can provide proof of age upon request.

2. ORDERING

How to order

Orders can be placed via multiple ways including ordering online at www.jdimplants.co.uk, by phone at +4420 3583 5359, or via email at info@jdimplants.co.uk. Office hours are 8:00 am – 5:00pm (MON-FRI); for any email enquiry, you will receive a reply within 24 hours.

Order confirmation

After the completion of an order (via online, phone, or email) customers will receive an email order confirmation the same day, prior to shipping. It is the customer's responsibility to review the order and ensure that all information - including shipping address, product codes, quantities - is correct.

Order correction or cancellation

If the order is incorrect or you would like to cancel it, please contact JD IMPLANTS UK LTD immediately via phone (+4420 3583 5359) and/or email (info@jdimplants.co.uk) to inform us. We will cancel the incorrect order and enter a new one, if applicable.

3. PRICE AND PAYMENT

Price Terms

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service. All prices are exclusive of VAT (where applicable) at the current rate and are correct at the time of entering the information onto the system. We reserve the right to amend prices without notice from time to time. The total cost of your order is the price of the products ordered plus delivery charges and VAT.

Payment Terms

Full payment must be made prior to dispatch of the products, by credit or debit card, unless we have agreed that you may have a credit account with us.

We accept all major debit/credit cards. In the event of non-authorisation of payment by your card issuer you will receive an on screen notification and your order will not be processed.

We cannot accept liability for any losses or costs incurred or sustained by customers who transmit credit or debit card information. (See our Security Policy below)

All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to, or does not, for any reason, authorise payment to us, we will not be liable for any delay or non-delivery.

The purchase of our products will appear on your credit card statement as TITAN CARE LTD.

4. SHIPPING

Same Day Shipping

JD IMPLANTS UK LTD guarantees same day shipping if orders are placed by 2pm GMT+(1). We will do our best to deliver by next day for all orders after 3pm however we cannot guarantee this.

JD IMPLANTS UK LTD is not responsible for any lost, stolen, or damaged shipment and for any delays in receiving your shipment as a result of the carrier/shipping service, weather, transportation, acts of natural disaster, or any other situations out of our control.

In the event that the item is lost, stolen, damaged or delayed please notify us via email at info@jdimplants.co.uk with the tracking information, pictures, and all relevant documentation. We will contact the shipping service and inform you of the status of the claim throughout the process.

5. CONSUMER RIGHTS

If you are ordering as a consumer, you may, subject to the terms of our Returns Policy set out below, cancel an order at any time within 14 working days, beginning on the day after you received the products. In this case you will receive a full refund of the price paid for the products in accordance with our Refunds Policy set out below.

To cancel an order you must inform us in writing. You must also return the products to us immediately, in the same condition in which you have received them, and at your own cost and risk. You have a legal obligation to take reasonable care of the products whilst they are in your possession.

This provision does not affect your statutory rights.

6. RETURNS & REFUND POLICY

Returns

You may, within 14 working days of receipt of your order, return any item for a full refund. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. In this case, you will receive a full refund of the price paid for the products in accordance with our refunds policy set out below. If you wish to return items, you must send a return notification in writing to email (info@jdimplants.co.uk). The return notification email should contain the following: order number, reason for returning and any pictures or relevant documents to support your return.

Shipping

To return your product, you should mail your product to: JD IMPLANTS UK LTD, Symal House, 423 Edgware Rd, London, NW9 0HU.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

We provide proper cleaning and sterilization methods so that you can prolong the life of our

prosthetic instruments. We do not accept return prosthetic instruments removed from their original package.

Refund Policy

If you return items within the period mentioned above and in accordance with the terms of our Returns Policy, we will process the refund due to you as soon as possible and, in any case, within 30 days of receiving the returned items. In this case, we will refund the price of the product in full, excluding a refund of the original delivery charges. However, you will be responsible for returning the item to us in its original condition and all postal costs or other costs incurred when returning the product(s).

If you return the product because you are claiming that it is defective we will examine the returned product and will notify you of our findings and confirm whether you are entitled to a refund on the grounds that the product was defective. Defective products returned by you will be refunded in full, including a refund of the original delivery charges charged to you and the postal cost incurred by you in returning the item to us provided that a receipt for or evidence of such costs is provided.

Some of our products are fragile. Whilst every care will be taken to deliver the goods safely, inevitably some breakages may occur. In this event we will replace the damaged goods.

7. INTELLECTUAL PROPERTY

No permission is given by us in respect of the reproduction or use for commercial or detrimental purposes of any brand names, product names, designs, images and other material shown on or connected with our website in which intellectual property rights subsist.

Ownership of Site and Content

All pages within this Site and any material made available for download, unless otherwise noted, are the property of JD IMPLANTS UK LTD or any of its affiliates. © All Rights Reserved. The Site is protected by United Kingdom and international copyright and trademark laws.

8. GOVERNING LAW

These terms and conditions shall be governed by and construed in accordance with English Law and all parties shall submit to the exclusive jurisdiction of the English Courts.

9. LIMITATION OF LIABILITY

We shall not be liable to pay any compensation to you, other than any refund as provided above. In particular, but without limitation, we shall not be liable to you for loss of profit, damage to goodwill, any indirect or consequential loss or damage arising out of any damage, defect, negligence or other failing on our part unless:

(i) you have expressly made us aware in writing of the nature and extent of the loss or damage which you may suffer in such situation; and (ii) we have expressly confirmed in writing that we accept liability for such matters.

Our liability for losses you suffer as a result of us breaking this agreement or any other duty owed to you (if any) is strictly limited to the purchase price of the product. Nothing in these terms shall limit any rights you may have as a customer which are not capable of being lawfully excluded or limited, nor shall it exclude or restrict our liability to you for any death or personal injury resulting from our negligence.

10. SECURITY POLICY

We take your online security very seriously. When you place your order, you are offered the use of an advanced secure server, which encrypts all the information you input before it is sent to us. Credit card numbers are encrypted both before an order is processed and when stored on our database.

We will comply with the requirements of the UK Data Protection Act 1998 to ensure that your personal information is processed fairly and lawfully and we will take appropriate precautions to keep your personal data secure.

11. WARRANTY

JD IMPLANTS UK LTD warrants all dental implant components and instruments provided to be free from defects in material and workmanship for ten (10) years from date of purchase. The products of JD IMPLANTS UK LTD, processes and manufacture provided meet the requirements of the International Standard ISO 13485 regarding the Quality Management System as well as the requirements of the European Medical Device Directive 93/42 CEE.