**Al-Mahdi Dental Supplies - Terms and Conditions**

**Discounts, Customs & Import Fees**

UK Orders
5% discount on first (UK) orders of dental equipment & products!
(Contact us for details and exclusions)
To activate your 5% discount, write the following Coupon Code at the checkout: FIVE (then click on "Apply").
*Please note, many products on this website may not be available for the UK market.
For products in the UK: WEBSHOP - UK

International Orders
20% discount on orders outside the UK! (to compensate for duty/customs fees)
(Contact us for details and exclusions)
To activate your 20% discount, write the following Coupon Code at the checkout: TWENTY (then click on "Apply").

*Please note, the discount is on the price of the item(s) and not the shipping cost.

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**Definitions**

“We”/“our”/”us”/”our site”/”the website”/”the company”/”Al-Mahdi Dental Supplies” refers to Al-Mahdi Dental Supplies which is a business registered in Scotland, 1 Wellpark Court, Kilmarnock, KA3 7BX. Website: www.al-mahdi-dental-supplies.com
“The customer” refers to any firm, company, person or persons who use our website or purchase or agree to purchase goods from Al-Mahdi Dental Supplies.
“This document” refers to this “Terms and Conditions” document.
“Goods” refers to any item or service being sold by Al-Mahdi Dental Supplies.
“Order” refers to the customer's order of goods from Al-Mahdi Dental Supplies.
“Consumer” refers to an individual acting for purposes which are wholly or mainly outside their trade, business, craft or profession.
“Contract” refers to the legally binding agreement between the company and the customer.
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**Prices and Payment**

- In accordance with Scottish law, Al-Mahdi Dental Supplies was not required to be VAT registered at the time of publishing of this document. We have therefore chosen not to be VAT registered initially in order to keep the costs down for our customers. However, when VAT registration becomes a legal obligation to us, all published prices will be net and exclusive of VAT and will be charged on all invoices at the appropriate rate (except on items which are zero rated).

- Displayed prices exclude duty/customs fees. Customers outside the UK may therefore be liable to pay customs/duty fees prior to receiving their order.

- This online price list supersedes all previous price lists. We reserve the right to amend these prices at any time and to correct omissions and errors. Prices are subject to change without prior notice.

- Payment of the price of goods (and VAT when/if required) can be made directly by the payment method(s) available on our site or by invoice (for orders less than £500 ). Payment of the price of goods by invoice is due 30 days from the date of the invoice. If the customer is in default in paying any sum as and when it becomes due, Al-Mahdi Dental Supplies shall have the right to suspend all further deliveries until the default is made good.

- In the event that the Customer fails to pay any monies by the due date, a penalty fee may be charged at the rate of 2% per month. The customer shall also indemnify the company against expenditure on all costs of recovery including legal fees on an indemnity basis without limit and any associated costs reasonably incurred. All banking charges incurred by the company in respect of dishonoured payments will be payable by the customer.

- The company retains ownership of the goods until they are paid in full.

- The company reserves the right to amend any verbal or written quotations at any time and to correct omissions and errors. Prices are subject to change without prior notice.

- The company reserves the right to assign their rights with respect to the customer's overdue payments to 3rd parties.

**Shipping and Delivery**

- Expected UK delivery is usually within 2-3 working days if labelled "In stock". Or 2-3 weeks if labelled "Available to order". DHL (or other) tracking number will be provided.
- The expected delivery time may differ for orders outside the UK.
- Expected delivery time may differ depending on stock availability, larger items such as dental chairs, delays at customs and delays during holiday periods.
- Free UK and International shipping for orders over £250. (See exclusions below)
- Shipping cost within the UK: £10.50 for orders under £250. No duty/customs fees. (See exclusions below)
- Shipping cost outside the UK: Between £30 - £65 depending on the destination. Shipping fees are displayed at the checkout.
- Customs/duty fees for orders outside the UK: Please note a duty/customs fee may be charged separately by the shipping company (DHL or other) once the order has arrived at its destination. The fee may include a 20-30% tax on the value of your order and an additional £50 clearance fee.

Products below may be excluded from discounts and free delivery/import tax/customs fees:

- Dental Chairs (free shipping but is excluded from discounts)

- Dentinova

Goods will be accepted for return on the following conditions:

- The customer has contacted us and given their invoice number and details of the reason for return of goods. Goods will not be accepted for refund without prior authorisation.

- Returned goods must be in a saleable condition (inclusive of all original packaging, unused and unopened except for inspection). All returns must be suitably packaged. Products with “tamperproof” seals cannot be returned once the seal is broken.

- Returned goods must be received at Al-Mahdi Dental Supplies - 1 Wellpark Court, KA3 7BX, Kilmarnock, UK - within 30 days from the date of delivery.

- Returned goods received after this time or without prior authorisation will not be refunded.

- Where goods are received by the customer in an unusable condition the customer must inform Al-Mahdi Dental Supplies in writing within 14 days of delivery.

- Al-Mahdi Dental Supplies accepts no responsibility for returned goods which are lost or damaged in transit. It is the customer’s responsibility to ensure that goods are adequately labelled and packaged.

- Providing these conditions are met, upon receipt of returned goods, a full refund will be given to the customer.

- If the customer has paid postage/shipping to return goods, Al-Mahdi Dental Supplies will fully refund the customer upon receipt of proof of payment.

- Refunds may not be possible on customised orders such as dental chairs.

- If these conditions have not been met as stipulated we reserve the right to not to accept the goods for return and not issue a refund.

**Operating and Supply Policy**

Al-Mahdi Dental Supplies reserves the right to record all telephone calls to or from our company for training purposes and in relation to any contractual disputes.

**Responsibilities, Health and Safety at Work**

- Al-Mahdi Dental Supplies will retain ownership of the goods until they are paid in full. Customers are responsible for ensuring that they comply with all statutory governmental and local authority regulations in relation to goods purchased from our site. The transfer of risk of damage to the goods shall take place at the moment when

the goods leave the company's possession or control. Where goods are delivered by carrier any claims for loss or damage in transit must be made by the customer against the carrier in accordance with any terms and conditions of business of the carrier.

- It is illegal to send contaminated goods through the post.

- We reserve the right not to handle items which do not meet the above criteria.

**Excluding liabilities**

Al-Mahdi Dental Supplies does not exclude liability for:

- Fraudulent acts or omissions.

- Death or personal injury caused by negligence or breach of other legal obligations.

Al-Mahdi Dental Supplies is not liable for:

- Loss which was not reasonably foreseeable to both parties at the time when the contract was made.

- Loss (i.e loss of profit) to the customer's business, trade, craft or profession.

**Governing law, jurisdiction and complaints**

- Products from Al-Mahdi Dental Supplies are intended for the exclusive benefit of, and safe use by, dentists and dental professionals.
- The contract (including any non contractual matters) is governed by the law of Scotland.

- Disputes can be submitted to the jurisdiction of the courts of Scotland.

- We try to avoid any disputes, so we deal with complaints in the following way: If a dispute occurs, customers should contact us to find a solution. We will aim to respond with an appropriate solution within 7 days.

**Use of Al-Mahdi Dental Supplies Website**

- The content of the pages of the website is for the customer's general information and use only. It is subject to change without notice.

- Neither us nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. The customer acknowledges that such information and materials may contain inaccuracies or errors

and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

- The customer's use of any information or materials on this website is entirely at the customer's own risk, for which we shall not be liable. It shall be the customer's own responsibility to ensure that any products, services, or information available through this website meet their specific requirements.

**Buyer Protection Programme**

PayPal's Buyer Protection programme entitles you to reimbursement for the full purchase price if you don't receive your product or if the product is not what you ordered. This applies automatically when using the PayPal option at the checkout.

**Warranties**

*Warranty period: Depending on the product. See product page for details.
*Warranty covers malfunction issues and not general wear and tear.
*Warranty does not cover malfunction or damage caused by improper handling or installation.
*Warranty claims are subject to approval by Al-Mahdi Dental Supplies.

**Payment options:**

- By Cheque
- By Credit or Debit Card
- By Paypal
- By BACS

Payment on account (by invoice) is available for businesses only and on orders less than £500. Payment deadline is 30 days from the date of invoice.

Bank Name: Bank of Scotland
Sort Code: 80-22-60
Account No: 25104463
Account Name: Al-Mahdi Dental Supplies