

Cancellation Policy



NSW Dental Laboratory

Please thoroughly read our cancellation policy below;

If you decide to cancel a case after submitting it to NSW Dental Lab the full or partial fee will be charged depending on the stage of production.

This varies greatly depending on the type of job ordered and when it is cancelled. If production has not been started there will be no charge for the case, please keep in mind production will start within an hour of being received (within business hours.).

If a Remake is cancelled by the client the full charge of the original prosthetic will still be charged in full.

If you cancel jobs after they have been started and/or finalised we need to charge to cover the materials wasted.

If you need to cancel a case you must submit the request in writing to info@nswdentallab.com.au using the CANCELLATION in the title.

If there are any physical items that have been sent to our office delivery charges will apply.