



This Customer Agreement (“Agreement”) between Craft Tech Dental, LLC (“CTD”) And its customer (referred to as “Client”). Craft Tech Dental, LLC and the customer do hereby agree to terms and conditions for the sale and delivery of custom fabricated goods (“Goods”, “Work Order” or “Case”) mentioned herein as follows:

1. Client agrees to pay in full the stated price plus any late penalties, plus all costs of collection including, but not limited to, attorneys fees, legal expenses, lost time, and labor hours. All disputes shall be governed in all respects by New Hampshire law, and client agrees to submit the jurisdiction of, and venue is Strafford County, State of New Hampshire, in any dispute with CTD to recover attorney’s fees, if any, in addition to any other relief to which CTD may be entitled.
2. All statements must be paid in full by the statement due date. (Net 15) A late fee of 5% per month (min. \$50) will be charged on all accounts unpaid after the statement payment date. All items sent to the client or kept within CTD, remain the property of CTD until the account is paid in full. Client is responsible for all parts and labor for any case up to cancellation date if requested returned before completion. Each work order or goods fabricated constitutes a completed and separate transaction to be invoiced and collected as such. Acceptance of new work orders by CTD shall not represent any accord and/or satisfaction and shall not relieve client of any indebtedness to CTD. CTD may at any time with or without prior notice, require a deposit or cash on delivery (C.O.D.) for goods and/or services rendered. For any returned check, there is a \$50.00 fee.
3. Any use, transfer, modification of goods or failure to reasonably notify and return goods within 15 days to CTD of case delivery to client shall constitute acceptance by client. Any defects in returned goods will be evaluated and settled on a case-by-case basis in accordance with the terms and conditions set forth. All original materials/goods must be returned with the case. All goods are guaranteed to fit the model based on the impression provided to CTD.
4. Client must examine all goods and determine their fitness for intended usage. There are no express warranties and no implied warranties fitness for a particular purpose, given by CTD.
5. CTD is not liable for any incident or consequential damages including inconvenience, lost wages, chair time, or pain and suffering of client or patient.
6. Client is responsible for disinfecting of all materials and goods before sending to CTD and prior to insertion in patients’ mouth.
7. Should any provision or portion of this agreement be held or otherwise become unenforceable or invalid for any reason, the remaining provisions and portions of this agreement shall remain binding.
8. CTD reserves the right to change terms and conditions at any time, with or without notice. This writing evidences the complete and final expression of this agreement.
9. The transaction shall be governed by the laws of New Hampshire. By signing and/or submitting a work order, a case digitally or physically (or any substitute thereof), client agrees to all terms and conditions.