

VTS Dental Lab Pty Ltd - Cancellation Policy

Please thoroughly read our cancellation policy below;

If you decide to cancel a case after submitting it to VTS 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 24 hours of being received.

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

I hope you understand if we cancel jobs after they have been started and/or finalised we need to charge the client as we have already used our time and products to make the case.

If you need to cancel a case you must submit the request in writing to the operations manager at info@vtsdental.com.au using our reference for the case in the title **[CASE ID & NAME]**

If there are any physical items that have been sent to our office which you need returned, delivery charges will apply.