

TERMS AND CONDITIONS

Welcome to Clinico Denture & Hearing Limited. (**We, Us, Our, Clinico**)

Please read our Terms and Conditions (**Terms**) carefully before using our website www.clinico.co.nz (**Site**) and services.

In continuing to use our Site and engage in our services, you are agreeing to comply with and be bound by the following disclaimers and our Terms as set out below. If you do not agree to these Terms, you are not authorised to access and use our Site and services, and you must stop doing so.

We may modify these Terms at any time, and such modifications will become effective immediately upon being posted on this Site. These terms were last updated in April 2024.

About us

At Clinico, our mission is to provide and deliver the most innovative, technologically advanced & comfortable denture and hearing care to our patients.

We have a strong reputation for excellence in the denture care industry, working with clients throughout the greater Waikato, Bay of Plenty and Coromandel regions with clinics located in Hamilton, Thames, Tokoroa, Rotorua, and Waihi.

You can contact us at sales@clinico.co.nz, through the home page of our Site, or by calling 0800 11 23 24.

Locations and hours

You can find your local Clinico at one of the below locations, between 8am - 5pm Monday – Friday (late night by appointment):

Hamilton Denture Clinic

33 Tawa Street
Hamilton 3206
Monday-Friday

Rotorua Denture Clinic

10/100 Fairy Springs Road,
Rotorua 3015
Thursday-Friday only

Tokoroa Denture Clinic

25 Bridge Street,
Tokoroa 3429
Wednesday only

Thames Denture Clinic

481 Pollen Street,
Thames 3500
Monday only

Waihi Denture Clinic

2 School Lane
Waihi 3610

Tuesday only

Disclaimer

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In no event will we be held liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of the Sites or your interaction with us.

During the course of your engagement with us, you may be directed or presented with a link to other websites or entities that are not under the control of Clinico. Please note that we have no control over the nature, content and availability of those websites or related entities. Our inclusion of any such links does not necessarily imply a recommendation or endorse the views expressed within them.

We will endeavour to keep the Site up and running smoothly. However, we take no responsibility for and will not be liable for the Site being temporarily unavailable due to technical issues beyond our control.

Use of Site

You may access, download, and use material contained on our Site for use only in accordance with these Terms. You may not make derivative works, distribute, modify, or otherwise use our content for any public purpose without prior written permission from Clinico.

Our Site and its content may at some times be interrupted or disrupted. We do not guarantee that the Site will always be available for use and as such access is allowed on a temporary basis. All or part of the Site may be suspended or discontinued without prior notice, and we are not liable should the Site become unavailable for any period of time. In using our Site, you agree not to use the Site for any purpose that is unlawful and prohibited by these Terms or any other applicable laws. Clinico reserves the right to suspend or terminate your access to our Site if it is determined that your use is or may be unlawful.

Privacy policy

When you use our Site or register with us, you will be providing personal information and data. Our Privacy Policy sets out in more detail how we will use the personal information that you have provided to us. By using or registering with our Site, you are agreeing to us using your personal information in accordance with our Privacy Policy. You can access our Privacy Policy via our website.

Your obligations

You are required to provide true, current and complete information during your relationship with us (including when setting up an account or signing up to a service) and must update us as soon as possible if this information changes.

Services

Through our Site and locations, we aim to provide the following services:

New Dentures

- Implant Dentures
- Cosmetic Dentures
- Premium Dentures
- Essential Dentures
- Chrome Palate Dentures

Partial Dentures

- Acrylic Partial Dentures
- Chrome Partial Dentures
- Flexible Partial Dentures
- Titanium Partial Dentures

Denture Repairs

Denture Relines

Denture Additions

Immediate Dentures

Ease/Adjustment

Denture cleans

Snoring Treatment

Mouthguards

Pricing and Promotions

Please get in contact with one of our team to further discuss our services and pricing, by emailing sales@clinico.co.nz or calling 0800 11 23 24.

From time to time Clinico may run, advertise and offer promotions on services and/or pricing. In this event, we will provide specific terms and conditions as they relate to the promotion.

From time to time Clinico may run, advertise and offer promotions on services and/or pricing on a voucher redemption basis, which requires the customer to reference a promotional code or keyword to be able to benefit from the promotion. In such cases, failure by the customer to reference said code or keyword may result in the promotion not being awarded to the customer, at Clinico's sole discretion.

Promotions (including any stated in these Terms and Conditions) are not to be used in conjunction with any other offer or promotion, except at Clinico's sole discretion.

Unless stated otherwise, our promotions do not apply to WINZ or Insurance cases.

Clinico reserves the right to extend, change, suspend or cancel the terms for a promotion at any time. We also reserve the right, in our reasonable discretion, to revoke a promotion in relation to

particular customers where we consider that the terms of the promotion have been dishonoured or not been complied with.

Unless stated otherwise, "Treatment" is defined as the consultation, fabrication and fitting of any of a variety of denture prosthetics for a patient.

SuperGold discount

SuperGold members can enjoy 5% off any denture treatment, just by presenting their SuperGold card at time of payment. SuperGold discounts do not apply to Insurance-funded or WINZ-funded treatments.

Payment Options

By holding an account with us, you agree to provide us with current, complete, and accurate information for all purchases you make with us. You agree that it is your responsibility to promptly update your account and other information, including your email address and payment methods, should they change so we can complete your transactions and contact you as needed.

Up to 3 months interest free with Q

Q Mastercard® offers access to long-term finance deals giving you up to 3 months interest free on selected services. Call us today on 0800 11 23 24 to find out more.

For specific terms and conditions of lending, call Q Card on 0800 117 000, or visit qcard.co.nz.

Oxipay

Oxipay lets you spread the cost of your treatment out over 8 weekly, or 4 fortnightly payments, making managing your treatment costs that much easier.

You can access Oxipay if you:

- Have an Oxipay account
- Live in New Zealand
- Are at least 18 years old
- Have a valid and verifiable email address and a New Zealand mobile number
- Have a New Zealand Mastercard or Visa credit or debit card
- Have a New Zealand residential and shipping address
- Have a New Zealand drivers licence

For specific terms and conditions please visit www.oxipay.co.nz.

WINZ Quotes

If you are on a low income or benefit, Work and Income may be able to help pay towards the cost of denture treatments, especially if it's urgent. To be eligible for Work and Income assistance for dental treatment, you need to be a New Zealand citizen or permanent resident. Your eligibility for Work and Income support will also depend on how much you and your partner earn and how many assets you and your partner own.

To check if you are eligible for assistance, please give us a call on 0800 11 23 24.

Contents Insurance

Did you know your denture loss or breakage could be covered by your contents insurance? Call us on 0800 11 23 24 or get in contact with your insurance provider to see if you are eligible to make a claim.

Credit Card

All of our clinics accept all major credit cards, including Visa and Mastercard.

Time Payments

Are the above payment options not quite right for you? All Clinico locations now offer time payments – a friendly, tailor-made payment option which can be customised to best suit your needs. Sound interesting? Contact one of our team to discuss this option further.

Cash/EFTPOS

We accept cash and EFTPOS payments at all of our clinics.

For any financing or payment arrangements made in-full or in-part with a third party provider, you agree it is your responsibility to research and understand the terms and conditions of the provider before any arrangement is entered into.

Warranty on Product and Refunds Policy

Clinico is pleased to offer warranty on manufacture as specified below.

Basic denture: 12 months

Standard denture: 24 months

Premium denture: 36 months

Implant overdenture: 36 months

Plastic partial denture: 6 months

Chrome partial denture: 24 months

Flexi partial denture: 24 months

If you consider any of the Products or Services that you have received from us are damaged, defective, or otherwise do not comply with any guarantees in the Consumer Guarantees Act 1993, you can notify us, and we will investigate the issue and notify you of the outcome within 14 working days. If your refund is approved, it will be processed within 14 working days from confirmation that you are entitled to a refund.

If you would like to request a refund for another reason, please contact us at sales@clinico.co.nz. We will consider each request at our own discretion. Clinico is not obliged to refund any payments made through our Site for a change of mind. As the customer you will be responsible for paying the courier fees to send any product back to us. We notify you within 14 working days if your refund request is successful. The refund will be processed within 14 working days of being notified of the refund request being accepted.

In the case of a refund, we will refund any money received from you using the same method you originally used to pay for your purchase.

Please take care when specifying your delivery address, as refunds will not be issued if you have entered any details incorrectly.

Communication

We may contact you regarding your purchase, our services and/or related transactions at any time. Please see our Privacy Policy for more information.

Intellectual Property

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Warranties and Limitation of Our Liability

We exclude all conditions, warranties, representations, or other terms which may apply to our Site or any of the content on it whether express or implied. We refute all responsibility for any loss, claim, liability, damage, or injury, whether in tort (such as negligence), breach of statutory duty or otherwise, arising from or in any way related to the use of our Site or services, the inability to use our Site, any errors, omissions or inaccuracies on the Site or reliance on any content included in our Site. We are not liable for any loss or damage to your computer equipment, devices, computer programs, data or other proprietary material that is caused by a virus or other technologically harmful material during your course of using our Site or downloading any content from it or on any website linked to it.

The inclusion of any links to another website on our Site does not constitute our endorsement of that site. We take no responsibility for what is included on third party websites that are linked on our Site and are therefore not liable for any loss or damage that may arise from your use of them. If you choose to view a third-party website, you do so at your own risk.

Indemnity

You agree to hold Clinico harmless, and to defend and indemnify us against any claims you make or third parties that are related to loss of profit, loss of business, saving, general special and consequential damages, costs or expenses including legal fees, arising from your use of our Site and services; including but not limited to: breach of these terms or your inability to fulfil a transaction. For clarity, your indemnity covers all losses, damages, or expenses (including legal costs) that we may suffer or incur.

Viruses

While we take all practicable steps to ensure that our Site is secure and free from bugs or viruses, this is not something we can guarantee. Any attempt to gain unauthorised access to our Site, server, data or data base through the use of viruses, trojans, worms, logic bombs or other malicious or technologically harmful materials is strictly prohibited.

Dispute resolution

If you experience any issues and would like to raise your concerns with us, please get in touch with us on 0800 11 23 24 or by emailing admin@clinico.co.nz, addressed to Practice Manager.

While it is our preference and hope that we can resolve disputes informally and amicably, any disputes arising from the use of this Site shall be governed by New Zealand laws.