
STRAIGHTS[®]

PRICING TERMS & CONDITIONS (GBP)

EFFECTIVE JANUARY, 2024

INTRODUCTION

The sole terms and conditions that apply to contracts between Straights Global Limited or any of its subsidiaries, known as "we" or "us" or "Straights," and its customers, known as "your" or "them" are these Terms which encompass the Global Terms and Conditions. The only exceptions are when we have expressly agreed in writing to other terms. These Terms are all-encompassing and apply to all aspects of the relationship between Straights and the customer, from the moment the customer accesses our software and systems. No other terms, whether implied or otherwise, will apply to the purchase of our products or services unless agreed upon in writing by Straights. However, for orders of products that are no longer offered under these Terms, Straights, at its discretion, may accept customer orders if they were already in process prior to the effective date of these Terms. In this scenario, the Straights Pricing Terms and Conditions that were in effect prior to these Terms shall govern the order.

CUSTOMER ORDERS AND CONTRACTS

By accessing the IT systems or using the software of Straights, including any of their websites, the Straights Store or Webstore, and the Straights Doctor Site and Doctor's Portal software, which are collectively referred to as "Straights Systems," the customer is doing so with the consent of Straights. The purpose of such access is to foster a relationship of good faith with Straights and to facilitate the ordering of products or services that Straights may offer from time to time. It should be noted that the use of the Doctor's Portal software is subject to the terms of the Straights software licence.

The Terms outlined here dictate how customers may utilise Straights Systems, including the processes and prerequisites for ordering Products and Services. In exchange for granting Customer access to the Straights Systems, they are obligated to abide by these regulations.

Customer Orders are made or submitted via Straights Systems, and are only considered official once they have been approved by a Straights Simulation Check if required. If no Straights Simulation Check is needed, but records must be provided, the date of "All Materials Required" submission will serve as the order date. Finally, if neither approval nor records are necessary, the date on which the Customer Order is logged into Straights Systems will be considered the order date.

For Products such as aligners or retainers, orders must be either for delivery to the Patient's country of treatment or within the European Union if the Patient will receive treatment there. Any Product given to a Patient as part of their Straights treatment is referred to as an "Straights treatment."

LIABILITY RESPONSIBILITIES OF THE CONSULTING DOCTOR

The 'Consulting Doctor' refers to the healthcare professional who conducts the aligner consultation, assesses patient suitability for aligner treatment, and prescribes the aligners. The Consulting Doctor assumes full responsibility for the proper evaluation of the patient's oral and dental health and for ensuring that the proposed treatment plan is suitable for the patient's needs.

The Consulting Doctor is solely responsible for ensuring that each patient is suitable for aligner treatment. This includes a comprehensive assessment of the patient's oral and dental health. The Consulting Doctor is also responsible for confirming that the treatment plan generated via the Straights Systems aligns with the patient's specific health needs and requirements.

Only those healthcare professionals who have completed all levels of training enabling them to use a wider range of Straights Products will be eligible to subscribe to the comprehensive aligner package. These trained professionals will be referred to as 'Straights Ultimate Providers' and will be held accountable for their role in prescribing and overseeing patient treatment.

The Consulting Doctor must thoroughly review and understand these Terms and Conditions prior to any interaction with the Straights Systems. This includes, but is not limited to, downloading materials, uploading patient information, and placing orders for aligners. By engaging in these activities, the Consulting Doctor acknowledges and accepts their obligations as defined within these Terms.

The Consulting Doctor bears full liability for all aspects of the treatment process, including patient suitability for aligner treatment and the appropriateness of the treatment plan. The Consulting Doctor is responsible for any obligations and actions taken under these Terms, and no liability will be transferred to any other parties, including the practice or any associated entities.

LIMITATION OF LIABILITY

The Terms, which encompass Global Terms, outline the limitations and exclusions to Straights' liability. Straights' responsibility to the Customer for any breaches of contract, tort (including negligence), or statutory duty shall be restricted to the following:

If there is loss or damage to physical property whilst on the Customer's premises, our premises, or a third party's premises at our request, the maximum sum of five hundred thousand Great British Pounds (GBP£500,000) will be provided, which we have estimated as a reasonable amount to cover potential property damage

If the Products or Services result in loss or damage to physical property, we will compensate the Customer up to fifty thousand Great British Pounds (GBP£50,000), which we consider to be a reasonable amount, considering the nature of the Products and Services.

INVOICE PAYMENT DATE

Customers are expected to pay Straights invoices promptly and in full using cleared funds as directed on the invoice. Unless otherwise stated in the invoice or agreed upon by both parties in writing, payments are due within 30 days of the invoice date. Punctual payment is essential, and early payment discounts are only applicable if agreed upon in writing. Any outstanding balances beyond the invoice due date may be subject to the maximum interest allowable by law.

ART AND ADVERTISING STANDARDS

The use of Straights trademarks, logos or copyright materials by the Customer is subject to a non-exclusive licence in accordance with Straights' Art and Advertising Standards and Advertising Agreement, which may be modified periodically.

LAW AND JURISDICTION APPLICABLE TO THESE TERMS

Law. Customer and Straights acknowledge and accept that these Terms, together with all agreements between them, as well as any disputes or claims arising from or related to such an agreement or its subject matter or formation (including non-contractual disputes or claims), will be governed by and construed in accordance with the substantive laws of The United Kingdom. The provisions of the UN Convention on Contracts for The International Sale of Goods, the Uniform Law on the Formation of Contracts for the International Sale of Goods, and any relevant international discovery and service of process conventions are excluded

Jurisdiction. Should there be any disagreement or claim (including actions on a warranty or guarantee or any other third-party proceedings) arising out of or in connection with these Terms and any other agreement between the parties, it shall be resolved under the sole jurisdiction of the courts located in London, England. However, in either case and if allowed by local legislation, Straights retain the right to exercise jurisdiction over the country or any of the countries where the Customer and/or the Practice reside, engage in dental practice, and/or conduct business as a means to settle a Dispute.

Product and Price For Each Patient Treatment	Number of Aligners Per Arch	Additional Aligners And Refinement Aligners	Replacement Aligners	All Materials Required	All Materials Required for Additional Aligners
<p>Straights Pro</p> <p>Dual Arch: 20 Upper and 20 Lower Aligners</p> <p>Treatment for Mild to Moderate Malocclusions.</p> <p>1-20 Cases: £798 21- 49 Cases: £698 50+ Cases: £598</p>	Up to 20	<p>Includes 2 Sets of Additional Aligners Free of Charge.</p> <p>Any Additional Aligners will be subject to a charge of £20.</p>	<p>Replacement & Emergency Aligners Will Incur An Additional Charge of £20 per Aligner.</p>	<p>Complete online prescription form.</p> <p>Online photos</p> <p>Upper and lower impressions or intra-oral scans</p> <p>Optional X-rays</p>	<p>Complete online prescription form</p> <p>New photos</p> <p>New upper and lower impressions or intra-oral scans optional for refinements (recommended if last aligner does not fit)</p>
<p>Straights Advanced</p> <p>Dual Arch: 26 Upper and 26 Lower Aligners</p> <p>Treatment for Mild to Moderate Malocclusions.</p> <p>1-20 Cases: £898 21- 49 Cases: £798 50+ Cases: £698</p>	Up to 26	<p>Includes 2 Sets of Additional Aligners Free of Charge.</p> <p>Any Additional Aligners will be subject to a charge of £20</p>	<p>Replacement & Emergency Aligners Will Incur An Additional Charge of £20 per Aligner.</p>	<p>Complete online prescription form.</p> <p>Online photos</p> <p>Upper and lower impressions or intra-oral scans</p> <p>Optional X-rays</p>	<p>Complete online prescription form</p> <p>New photos</p> <p>New upper and lower impressions or intra-oral scans optional for refinements (recommended if last aligner does not fit)</p>
<p>Straights Ultimate</p> <p>Dual Arch: Unlimited Upper and Lower Aligners</p> <p>Treatment for Moderate to Complex Malocclusions.</p> <p>1-20 Cases: £1,098 21- 49 Cases: £998 50+ Cases: £898</p>	Unlimited	<p>Includes Unlimited Additional Aligners.</p>	<p>Replacement & Emergency Aligners Will Incur An Additional Charge of £20 per Aligner.</p>	<p>Complete online prescription form.</p> <p>Online photos</p> <p>Upper and lower impressions or intra-oral scans</p> <p>Optional X-rays</p>	<p>Complete online prescription form</p> <p>New photos</p> <p>New upper and lower impressions or intra-oral scans optional for refinements (recommended if last aligner does not fit)</p>

Product and Price For Each Patient Treatment	Number of Aligners Per Arch	Additional Aligners And Refinement Aligners	Replacement Aligners	All Materials Required	All Materials Required for Additional Aligners
<p>Straights Retainers</p> <p>Dual Arch: 3 Upper and 3 Lower Retainers</p> <p>1-20 Cases: £99 21- 49 Cases: £89 50+ Cases: £79</p>	Up to 3 Retainers	Not Applicable	£20 each or per retainer (Emergency replacement retainer limited to one order per patient)	<p>Complete online prescription form.</p> <p>If Last Doctors Portal Submission Not Applicable Upper and lower impressions or intra-oral scans</p>	Not Applicable
<p>Straights Whiten</p> <p>4 x Carbamide Peroxide and Calcium Phosphate and Potassium Nitrate.</p> <p>1-20 Cases: £29 21- 49 Cases: £19 50+ Cases: £16</p>	Not Applicable	Not Applicable.	Not Applicable	Not Applicable	Not Applicable

FOR FURTHER CLARIFICATION ON TERMS IN THIS CHART, PLEASE SEE DEFINITIONS BELOW.

A. Prices are in Pound sterling exclusive of applicable sales tax/ VAT.

B. Prices are subject to change with 45 days' notice.

C. Additional Aligners: If further tooth movement is needed during treatment or if the clinical results have deviated to such an extent that the aligner(s) no longer fit, you have the option to order Additional Aligners. Providers of the Straights Pro and Straights Advanced packages are entitled to 2 additional aligners within 2 years of treatment and any additional aligners exceeding the limit will be subject to a charge of £20 GBP. The Straights Ultimate package entitles the provider to 5 years of unlimited aligners that can be ordered from date of acceptance of the case. Should the Straights aligners be found defective or improperly manufactured, an assessment will be conducted to determine if it is reasonable for Straights to provide a complimentary replacement.

D. Treatment Expiration Date is calculated as follows:

- 24 months from the date of shipment of the initial set of aligners for Straights Pro.
- 24 months from the date of shipment of the initial set of aligners for Straights Advanced.
- 24 months from the date of shipment of the initial set of aligners for Straights Ultimate.

Once the treatment expiry date is exceeded, any further order for the same patient will be considered a new treatment and must comprise a choice of aligners from our extensive product range. Straight Retainers and Replacement aligners can be requested at any time before or after the Treatment Expiry Date, and their cost will correspond to the current rates. It is important to note that these orders will not affect the Treatment Expiry Date.

E. Cancellation fees. In the event that a customer decides to cancel their order after submitting the treatment but prior to approval from Straights Doctors, they will be subject to a cancellation fee of GBP £39.99. Moreover, if any of the necessary requirements such as prescription form, impression(s), intra-oral scan(s), photos, or Patient Informed Consent Form

are missing and cause a delay in fulfilling the order for more than 90 days, the order will be cancelled and the same cancellation fee will apply. Additionally, failure to approve the Straights Doctor treatment plan within 90 days from its original posting will result in the cancellation of the order.

F. Order Processing Fee: applies to each order of Straights clear aligners, Straights retainer, Additional Aligners, Replacement Aligners, Refinement Aligners and replacement Straights retainers. In case of multiple aligner orders, Processing Fee applies to each set of aligners/retainers ordered.

G. PVS Submission Processing Fee: applies to each order of aligners (Straights clear aligners, Straights retainer, Additional Aligners, Replacement Aligners, Refinement Aligners and replacement Straights retainers) that involved submission of polyvinyl siloxane (PVS) impressions to Straights. PVS Submission Processing Fee applies on the top of applicable Processing Fee.

H. Credit Card / Direct Debit If a credit card is on file or a direct debit authorization, shipping and processing fees may be automatically charged to your credit card or debited from your account (if available in your market).

I. Discounts. Discounts and other promotions cannot be used for payment of processing, shipping or other fees.