

Warranty conditions of the Fehér Dental Team Surgery

(hereinafter referred to as "the Surgery")

We rely on the quality of our services. This is why we provide our patients with additional warranty in addition to the warranty required by law, in accordance with the following conditions:

I. Object of the warranty:

The warranty is valid only in the event of explicit agreement with the attending physician and upon delivery of a guarantee certificate.

The warranty is valid for

- Fixed dental prosthesis: 3 years
(dental cap, implanted dental cap, bridge, inlay, veneer)
- Implant (the material): 12 years
- Dental filling: 3 years

The warranty period starts when the dental prosthesis is adjusted. The warranty period shall not be extended due to the provision of services under this warranty, in particular for repair or replacement.

In such cases, the warranty period does not re-start.

The patient shall be responsible for proving that the warranty has not expired.

In addition to the rights stemming from the warranty, the patient is entitled to legal rights as well. These rights, which may be more favorable for the patient under certain conditions, are not limited by the warranty.

II. Warranty protection

The warranty protection is valid for treatments from the delivery of the guarantee certificate, unless expressly agreed otherwise in writing.

III. Error reporting

A pre-condition for the warranty is that the patient reports any error immediately once it has or should have been identified.

IV. Warranty services

The Surgery is free to repair the product (dental prosthesis) or to replace it, or to carry out the treatment again. The Surgery bears the costs incurred in connection with spare parts, the treatment and its labour.

In the event of a replacement, the old product is replaced by a new product of the same kind and quality free of charge. If the product or treatment affected no longer corresponds to the state-of-the-art of medical technology at the time when the error is reported, the dental Surgery is entitled to deliver a similar product or to perform another treatment. The warranty does not cover accommodation or travel expenses.

V. Extra warranty for implants

If an implant is lost within 5 years, we will place a new implant free of charge. The operation costs must be paid by the patient.

VI. Conditions of warranty

Condition for the validity of the warranty:

After the end of the treatment, the patient has to take part in maintenance therapy as required by the responsible dentist at the designated intervals:

every 3 months/every 4 months/every 6 months

+ good oral hygiene (plaque and bleeding index (API/SBI index) 25 or better)

VII. Reasons for exclusion

No entitlement to warranty service exists in the following cases:

- Dental problems caused by periodontal disease
- In case of inflammation of dental pulp tissue (pulpitis)
- Sudden weight loss or dramatic weight gain and related changes in the oral cavity
- Side effects caused by illness or drug therapy (e.g. diabetes, bulimia, chemotherapy)
- Follow-up treatment by an external dentist
- Inclusion of third-party work (fillings, dental caps, implants)
- Endodontic treatment for teeth (teeth with root canal treatment)
- For patients with parafunctional habits (teeth grinding etc.)
- In the event of an accident or trauma (sports, pebble in the food, etc.)
- Heavy smokers (more than 10 cigarettes a day)
- Patients with high general risk factors, such as epilepsy, osteoporosis
- Condition after radiotherapy, condition after cytostatic therapy, X-ray or chemotherapy, taking of psychotropic drugs or drugs
- Patients with pronounced dysfunctions of the jaw joint or chewing muscles
- For mentally stressed patients

VIII. Place of performance, jurisdiction und applicable law

Place of performance for the obligations under this warranty is the registered office of the Surgery. The place of jurisdiction is Sopron, if permissible.