FEHÉR DENTALTEAM

# Guarantee Terms

**FEHÉR DENTAL TEAM KFT.**
Registered seat: 9400 Sopron, Várkerület 59.
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For Fehér Dental Team, a high professional standard and the long-term success of our treatments are especially important. For this reason, in addition to the rights you hold under the law, we provide a guarantee for the dental work listed below, subject to the following conditions.

## 01 Duration of the guarantee

| TYPE OF WORK | GUARANTEE |
|---|---|
| Crown, implant-supported crown, bridge, inlay/onlay, ceramic veneer | **3 years** |
| Composite filling | **1 year** |
| Direct composite bonding | **1 year** |
| Implant – implant material only | **5 years** |
| Plastic parts (denture, partial denture) | **2 years** |
| Temporary restoration | **3 months** |
| Retention splint | **3 months** |
| Bite-raising splint | **3 months** |
| Fixed retainer | **6 months** |

The guarantee begins on the day the final dental work is handed over or, in the case of an implant, on the day it is placed.

## 02 Conditions of the guarantee

The patient's cooperation is also necessary for the long-term success of the treatment. Accordingly, we ask that you:

- follow your treating dentist's professional instructions;
- attend check-ups at the frequency prescribed by your treating dentist (typically once or twice a year) and any necessary dental hygiene treatments;
- maintain adequate oral hygiene;
- use the prescribed splint, retainer or other aid as intended;
- report any significant change in your health, medication or any other circumstance that may affect the result of the treatment.

Failure to meet these conditions does not by itself result in automatic loss of the guarantee. The guarantee may be limited or excluded only if a professionally established connection exists between the circumstance in question and the problem that has arisen.

## 03 Financial condition of the guarantee

The guarantee can be claimed for a treatment or dental work whose payable consideration has been settled in accordance with the agreed payment terms. When assessing the financial status, we always take into account the invoices, partial invoices, advance payments and payments relating to the treatment concerned.

If a payment obligation that has fallen due in connection with the treatment concerned has not been fulfilled, the Service Provider may make the start of guarantee performance conditional on its financial settlement.

Any debt arising from another treatment does not by itself cause the guarantee of a previously settled treatment to lapse. We always examine the financial conditions of the guarantee in relation to the treatment concerned.

## 04 What the guarantee does not cover

The guarantee does not cover any defect, change or damage that does not result from a material or workmanship defect in the dental work, but is professionally connected in particular to the following circumstances:

- inadequate oral hygiene, failure to attend justified check-ups or dental hygiene treatments;
- failure to follow the treating dentist's instructions or to use the prescribed aids;
- periodontal, peri-implant, endodontic or other dental disease;
- gum, bone, soft-tissue or other anatomical or biological changes;
- bruxism, clenching, other parafunction or functional overload;
- temporomandibular joint or masticatory muscle dysfunction;
- individual biological reaction, wound-healing characteristics, systemic disease, hormonal change or medication;
- smoking, alcohol or other lifestyle factors that significantly influenced the result of the treatment;
- accident, trauma, external mechanical impact or use contrary to intended purpose;
- natural wear, material fatigue, discolouration, ageing or other natural change;
- loss of a dental restoration, splint or other dental device, or damage to it that does not result from a material or workmanship defect;
- dental work and implants not made or placed by the Service Provider.

The result of dental and implant treatments is also influenced by individual anatomical, biological and healing factors; therefore the guarantee is not a guarantee of results.

## 05 What happens if a problem occurs?

Please report the problem to our clinic as soon as possible after noticing it. For accurate and traceable handling of the guarantee claim, please always also send your report to us in writing, and allow us to examine the tooth, restoration, implant or other treatment area concerned.

In the written report, please state, where possible, which tooth, implant, restoration, splint or treatment the problem relates to; exactly what symptom you are experiencing; when it first appeared; whether there is an acute complaint; and whether the area concerned has been treated or operated on by another provider. Please also send any available photos, X-rays, findings or other relevant documentation.

Our clinic will confirm receipt of the report. The confirmation only means that the report has been received and does not in itself constitute acceptance of the guarantee claim. Guarantee claims are always assessed individually by a dentist, based on the circumstances of the treatment, the clinical condition, the available documentation, whether the guarantee conditions are met, and the professionally assessable cause of the problem.

If, before our examination, another healthcare provider carries out an intervention, repair or modification on the tooth, restoration or implant concerned that materially hinders or makes impossible the assessment of the original condition, or contributes to the development of the problem, this may limit the assessment of the guarantee claim to that extent.

> **Emergency care:** This does not apply to urgent emergency care. In cases involving acute, severe pain, significant swelling, bleeding, fever, trauma, difficulty swallowing or breathing, or any other urgent symptom, medical triage and guarantee administration take place in parallel; clarifying the guarantee status does not delay the necessary emergency care.

We will inform the patient in writing of the result of the medical assessment and of the necessary next step. If, based on the Service Provider's examination, a guarantee event can be established, the Service Provider determines the solution appropriate to the nature of the defect and the professional circumstances. This may be repair, correction, replacement, remaking or another professionally equivalent solution.

## 06 Implant guarantee

The 5-year guarantee on implants applies exclusively to the material of the implant placed by Fehér Dental Team Kft. If the guarantee conditions are met and replacement of the implant is professionally justified, the Service Provider provides the material of the new implant of the same type, or a professionally equivalent one, free of charge.

In the case of a lost implant, provided the guarantee conditions are met, the Service Provider places a new implant under guarantee; however, the surgical cost of the placement is in this case also borne by the patient.

The implant material guarantee **does not automatically include** the costs of removing the implant, preparing and performing re-implantation surgery, anaesthesia, bone grafting, membranes, PRF treatment, medication, diagnostic examinations or related prosthetic work.

The integration of an implant is a biological process; the outcome of osseointegration and of any re-implantation also depends on individual anatomical, bone-quality, wound-healing and other biological factors, and therefore its success cannot be guaranteed.

**No refund is possible under the implant guarantee.**

## 07 Performance under the guarantee

Guarantee examinations and treatment take place at the clinic of Fehér Dental Team Kft., unless the parties agree otherwise in an individual case. Under the guarantee provided by Fehér Dental Team Kft., the Service Provider primarily provides restoration in kind.

The guarantee covers the treatment, laboratory and material costs directly related to performance under the guarantee, in accordance with the content of the guarantee concerned. Travel, accommodation, lost earnings and other incidental costs are not part of the guarantee provided by Fehér Dental Team Kft.

A repair, correction or replacement under the guarantee does not by itself start a new guarantee period, unless the law provides otherwise.

## 08 Goodwill solution

An individual goodwill solution separate from the guarantee may be a gesture provided at the Service Provider's business or patient-relationship discretion. Goodwill performance does not constitute an acknowledgement of any guarantee obligation or liability, and the patient is not automatically entitled to it.

These Guarantee Terms do not affect or limit the rights to which the patient is entitled under the laws in force at any time.

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