

## Good Faith Clause To Our Patients

At Dentcare Now, all of the doctors place additional efforts to ensure the longevity and quality of all of our work. We want you to be happy with the treatment you receive here enough that you refer your family and friends. In saying this, we have made promises to our patients in good faith.

**Adjustment Period:** You are entitled to complimentary adjustments to your dental restorations within 100 days from the date of placement. These restorations include crowns/bridges, dentures, and fillings. Adjustments may include but are not limited to: bite corrections, smoothing or polishing, and minor modifications to ensure comfort and functionality

### Crown/Bridges

Crowns/Bridges should usually be completed within one month. Failure to keep appointments (resulting in wearing the temporary crown for longer) can lead to gum disease, tooth loss, or a need to redo the crown at additional cost.

I further understand that I may be wearing temporary crowns for several weeks, which may come off and I must be careful to ensure that they are kept on until the permanent crowns are delivered.

I understand that like natural teeth, crowns and bridges need to be kept clean with proper oral hygiene and periodic professional cleanings, otherwise decay may develop underneath and/or around the margins of the restoration, leading to further dental treatment and possible replacement of the crown(s) and/or bridge. I understand that as long as I complete all recommended treatment, bi-yearly exams, yearly recommended radiographs, and cleanings every 4-6 months Dentcare Now, in good faith, we will honor the following:

*All replacements due to decay will be the patient's responsibility, however, any breakage, cracks, and fractures in the crown or bridge will be replaced at no charge to the patient for a period up to one (1) years after the initial placement of the crown(s) or bridge(s). With similar conditions, after one (1) years and until three years, work will be replaced at half the current fee. After a three(3) year period, any replacement of crown(s)/bridge(s) will solely be at the expense of the patient.*

### Removable Partial/Complete Dentures

I understand that like natural teeth, my prostheses need to be kept clean with proper oral hygiene and periodic professional cleanings, otherwise calculus/debris may develop underneath and/or around the restoration, leading to possible replacement.

I understand that as long as I complete all recommended treatment/adjustments, bi-yearly exams, yearly recommended radiographs, and cleanings every 4-6 months (if applicable) Dentcare Now , in good faith, will honor the following:

*Any breakage, cracks, defects and fractures in the prosthesis due to a fabrication defect will be replaced at no charge to the patient for a period up to one (1) years after the initial delivery. After a one(1) year period, any replacement of the removable prostheses will solely be at the expense of the patient.*

In this office all of the doctors place additional efforts to ensure the longevity and quality of our removable prostheses. We want you to be happy with the treatment you receive here enough that you refer your family and friends.

### **Fillings**

I understand that like natural teeth, fillings need to be kept clean with proper oral hygiene and periodic professional cleanings, otherwise decay may develop underneath and/or around the margins of the restoration, leading to further dental treatment and possible replacement of the filling. I understand that as long as I complete all recommended treatment, bi-yearly exams, yearly recommended radiographs, and cleanings every 4-6 months Dentcare Now , in good faith, we will honor the following:

*All replacements due to decay will be the patient's responsibility, however if a composite filling is the recommended treatment, the filling will be repaired or replaced in the event of breakage or failure at no charge for up to one (1) year after placement. Please note, composite restorations as a "compromised" form of treatment instead of a recommended crown or veneer are not covered under this warranty.*

**Implants:** The long-term success of implants predominantly depends on the long-term maintenance of the health of the peri-implant hard and soft tissues. There are many different risk factors that can have adverse effects on implant survival rate, such as the patient's medical history, smoking status, history of periodontal disease, iatrogenic factors, and oral hygiene practices. We expect the implant to function with a high degree of success for a minimum of five years but have certainly seen implants fail as other medical devices can within that time frame. While we cannot guarantee the success of a medical device, the vast majority of patients can expect a minimum of five to 10 years of function or longer with a high rate of success. We do not employ any type of "warranty" program and take it on a case-by-case basis.

### **All on X:**

The first 5-6 months during which you are healing and wearing the first set of provisional teeth, extra precaution should be taken with a soft diet. You should not miss the checkup appointments, and as soon as healing is complete, the second set of teeth should be made to

prevent any issues. Only one provisional will be covered , any additional remakes will come at a cost to the patient at \$1500.

After the second set of permanent teeth are delivered, the partial warranty covers any revisions, meaning you are responsible for a fraction of the costs for the work up to 3 years after the surgery. The most important thing is proper maintenance once you have the smile you've always wanted, and that will keep you smiling. If patient signs delivery consent and request a remake of permanent teeth due to personal reasons. The cost will be on patient at \$5000.

*Warranty is void if the patient fails to appear within 30 days of their required appointment for periodic evaluation and if you do not follow the maintenance schedules and homecare instructions. This is because if you take proper care of All-On-4, it should last you many years. However, if you don't take proper care of them, problems will happen, just like when you miss oil changes for your car, your transmission will break down. For the warranty to remain valid, you must complete your treatment with our office and keep your subsequent maintenance appointments (every 6-12 months), along with using any prescribed fluoride or bite guard treatments, all of which are subject to normal or discounted charges, during the same 3 year period.*

## **Orthodontics**

After teeth have been moved, some form of retainer is needed to keep them in their new position. Teeth can tend to drift back toward their initial position if retainers are not adequately used. This is especially true for adults. We recommend having fixed and/or removable retainer(s) placed to stop any possibility of teeth moving.

Non compliance, delays in treatment, and/or loss of appliance(s) is the responsibility of the patient and will incur an additional cost.

Compliance and Retention is essential to ensure that your result is maintained. A removable or bonded retainer must be used indefinitely and if teeth shift significantly, braces are needed to move them back. There would be a charge associated with this. It is important that you notify us right away if you think you are experiencing any shifting. When the shifting is minor, it can oftentimes be addressed without the need for braces.

If you notice any change to the position of your teeth, contact our office immediately and wear your removable retainers (if available) until you are able to be seen.

It is your responsibility to understand these details. We want to help ensure that your new smile lasts for the rest of your life but you need to understand your options and your role within the process. If teeth relapse more than just a small amount, braces are oftentimes needed to bring the teeth back into position. There would be a charge associated with this. We want to help you avoid this.

*Any breakage, cracks, defects and fractures in the prosthesis due to a fabrication defect will be replaced at no charge to the patient for a period up to six (6) months after the initial delivery.*

**While we strive to provide the highest quality in our products, it's important to note that our denture and implant warranties have limitations. Below are the areas not covered in our warranties:**

**-Normal wear, loss, discoloration, neglect or abuse are not covered under our warranty. It does not cover costs associated with reconstruction, repair, reline or replacement in these situations.**

**-Gum and bone changes due to remodeling or weight fluctuations that result in ill-fitting dentures or implant solutions are not covered by our warranty.**

**-Adjustments or alterations by someone other than your Dentcare NOW team are not advised for your safety and will render a warranty void**