



Treatment Guarantee Policy

The primary principle of this policy is that all recommended treatment carried out at the practice is guaranteed for a period of 12 months from the date of completion (unless specifically exempted) providing the patient attends for regular prescribed maintenance

Treatments that are exempted from the guarantee:

The guarantee will not apply where limitations are placed upon the guarantee, either specifically by the dentist for that particular treatment, or overall due to the nature of the treatment supplied.

1. Treatment that deviates from the recommended treatment offered

Where a patient decides to not take up one of the recommended treatments by the dentist, then it is at the discretion of the dentist whether that treatment should be guaranteed and, if guaranteed for how long. The dentist will note in the records that the patient has deviated from the recommended treatment offered and state what level of guarantee is to be applied for that particular treatment. Temporary restorations of any kind are not guaranteed.

2. Treatment where the outcome cannot be reasonably controlled by the dentist

These treatments are those that are influenced by the patient's overall health and lifestyle. This also includes removal and replacement of any restoration within 12 months to carry out further unforeseen treatment to the tooth i.e. Root Canal Treatment

Invalidation of the guaranteed

Patients are advised on how to care for the restorations. It is the patient's responsibility to do so in order to maximise the life of the restoration. Guarantee shall be void if the patient has not followed guidance and advice as per directed by the dentist. Should the patient fail to attend for the regular maintenance (routine examinations and hygienist treatment) as recommended, to the extent that this lapse is three months or greater from the due date of the maintenance, then any guarantees given are voided. It is then at the discretion of the dentist whether to reinstate the guarantees.

External trauma causing damage to any of the restorations placed under the guarantee will not be covered under the 12-month guarantee policy.

Claims under the guarantee

If all the above criteria are met, and a restoration was to fail within 12 months, then the patient is entitled to have it repaired at no cost, providing it is the restoration itself that has failed, and not another part of the tooth.

Assessment visit charges

We endeavour to rebook you in with the dentist that originally carried out the treatment. However, if it is not possible to do this for whatever reason, charges for assessment visits may apply if a different clinician is to see you. Depending on what treatment the clinician is able to carry out, assessment charges may be applied at their discretion.

