



AVICENNA  
DENTAL  
FOGÁSZATI RENDELŐ

## The warranty conditions of Avicenna Dental

### 1. The purpose of the guarantee

The purpose of the guarantee is to insure the patient in the event of problems arising from the fault of the dental office and/or the dental laboratory. The guarantee exists between the patient and Avicenna Dental Kft. (hereinafter Avicenna Dental).

Avicenna Dental reserves the right to modify the warranty conditions.

### 2. Validity

The guarantee only applies to dental treatments performed at Avicenna Dental. If the treatment started in Avicenna Dental and not completed is continued in another dental office, as well as modifications are made elsewhere to the already completed dental work, the guarantee will be void.

#### 2.1. Conditions of validity

- After the end of the treatment, the patient uses at least two oral hygiene follow-up treatments every year.
- The patient appears at the annual control examinations provided by our clinic and follows the recommended care program.
- For the perfect adjustment of the bite height of dentures and fillings, the patient appears for the free correction.
- Oral hygiene is good, dentures kept properly clean.
- The denture is used as intended, it is only exposed to physiological masticatory forces, which do not lead to overloading of the dentures.
- The denture is not exposed to trauma, bone and gum disease
- All invoices have been settled.

#### 2.2. Warranty period

- Filling 1 year
- Inlay, onlay 1 year
- Porcelain shell 3 years
- Metal-ceramic crown and bridge 3 years
- Press ceramic and zirconium crown and bridge 3 years
- Partial and complete removable dentures, prosthesis 1 year
- Implant surgery 1 year\*
- Straumann implant lifetime guarantee\*\*

#### 2.3. Detailed warranty information for implant surgeries



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\* If the implant is rejected within 1 year after the operation (in addition to perfect oral hygiene and attendance at the control examinations prescribed and adhered to by the doctor), a new implant will be implanted.

The real risk of implant rejection resulting from surgical errors is highest in the six months following surgery. After that, implant-related problems mainly arise from improper adherence to medical instructions, insufficient oral hygiene, and smoking.

After implant surgery, it is necessary to visit the clinic every six months for check-ups and oral hygiene treatment. Failure to comply with the above will result in the loss of the warranty.

\*\* The warranty given for implants by the manufacturer of the implant applies to damage to the material of the implant, which results from possible manufacturing defects.

The warranty does not cover the superstructure, implant dentures, and travel costs.

#### 2.4. Detailed warranty information for crowns, bridges and veneers

The guarantee provided by the clinic does not cover the aesthetic satisfaction of crowns and other dental restorations. We can take aesthetic objections into account before gluing and handing over the denture, it is not possible retroactively.

Before gluing and handing over, the patient's declaration of acceptance regarding the appearance, shape and color of the dental prosthesis is required, which is also recorded in writing. After that, the clinic will only replace the disputed denture against a fee.

In some cases, during or after the preparation of fixed dentures, root canal treatment may be necessary. The warranty does not cover unforeseen root canals.

#### 2.5. Cases when the warranty claim cannot be asserted:

- If the patient does not appear at the annual check-ups.
- If the patient does not show up for annual oral hygiene treatments twice a year.
- In case of inadequate oral hygiene.
- Damage caused by ignoring the dentist's advice.
- Damage caused by gum disease.
- For damage caused by smoking or drugs.
- Illness of the masticatory apparatus due to systemic, infectious and tumor diseases and their treatment.
- Problems due to improper nutrition and other bad habits.
- Problems due to mental and other mental illnesses.
- The patient's large weight loss in a short period of time.
- Improper use of the denture, extreme forces greater than the physiological chewing force, which lead to an increased load on the denture.
- Mechanical damage to removable dentures (dropping dentures, combat sports), chemical damage caused by chemicals (concentrated alcohol, chemicals).
- Consequences of accidents and emergency interventions during them.
- The affected tooth needs root canal treatment as a result of previous treatments (filling, crown preparation).



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- Damage and loss of temporary crowns, bridges and dentures.
- Notification of the damage or defect of the denture after 2 working days.
- Implant rejection.
- If the treatment started in Avicenna Dental and not completed is continued in another dental office, and modifications are made elsewhere to the already completed denture.

Avicenna Dental reserves the right to exclude its responsibility in the case of a complaint arising solely for aesthetic reasons, especially with regard to the subjectivity of orthodontic, periodontal, and dentoalveolar surgical results, if the end result of orthodontic activity and dentoalveolar surgery is professionally (medically, anatomically) associated with the planned result, however, the patient cannot accept it solely for aesthetic reasons.

### 3. The warranty procedure

#### Reporting a warranty claim

If the patient experiences any problems related to the dental treatment, he should contact the clinic immediately after the treatment. The notification must be made no later than 48 hours after the complaints were detected.

#### Options for notifying the clinic:

- On working days during opening hours in person at the clinic, by phone or email.
- On working days outside of the above times, as well as on weekends, by e-mail.

Avicenna Dental will respond substantively to the notification no later than 3 working day following the notification.