

Warranty Policy of the Clinic

In our work, we make every effort to ensure that the services we provide represent the highest level of quality and meet the expectations of our Patients. Being confident in the skills of our doctors and the fact that we use advanced and proven solutions, we take full responsibility for the services performed in our clinic by providing an appropriate warranty for them.

The warranty rules presented below are intended to facilitate the joint resolution of potential problems.

- **Composite fillings – 12 months**

- **Fillings in primary (baby) teeth – 6 months**

In our clinic we use the highest quality composite materials with low polymerization shrinkage – which results in very good sealing properties. Bonding systems allow us to achieve maximum adhesion strength between materials. Composite fillings in vital teeth are replaced free of charge within 12 months from the date of placement if a material defect, leakage of the filling, or damage occurs despite proper use.

However, there are situations in which a Patient, due to significant tooth loss, improper bite, or parafunctions, overloads the filled teeth and this may lead to cracking or fracture. In the case of existing missing teeth in the remaining dentition – lack of the so-called support zone, severe malocclusion, or untreated parafunctions – the warranty does not apply.

If the filling constitutes more than 50% of the tooth crown, a prosthetic reconstruction is recommended. By covering the tooth, it strengthens it and reduces the risk of cracking or fracture. Composite fillings placed in non-vital teeth that are intended for prosthetic reconstruction until the final restoration is completed (using a post and core with a crown, an endocrown, or an onlay) should be treated as temporary tooth restorations.

- **Root canal treatment – 12 months**

Endodontics is a field of dentistry that requires treatment to be performed beyond direct visual control.

Despite the use of precise and specialized equipment such as a microscope, effective rotary instruments with electronic measurement of canal length, tomography, and filling of root canals with warm gutta-percha, the complex anatomical structure of tooth roots can sometimes exceed the capabilities of available techniques, making treatment difficult. Therefore, we are not able to precisely predict the healing process of a tooth, especially in the case of periapical lesions, repeated endodontic treatment, removal of broken instruments from the canal, or closure of perforations and treatment of tooth resorption. The regenerative capacity of the body and the individual immune response of the Patient are also significant factors.

Root canal treatment is covered by a one-year warranty only in cases where anatomical conditions allow proper filling of all canals and when it is a primary endodontic treatment without the presence of periapical lesions at the time of treatment. Fulfillment of the above conditions is confirmed by an X-ray taken during the final filling of the canals.

• Warranty for an implanted implant – 5 years

The success of implantation depends on many factors. In the initial stage of healing, accurate diagnostics, the use of appropriate surgical techniques and materials play a key role, but also the quantity and condition of the patient's bone, their general health condition, lifestyle – preferably without stimulants and with proper oral hygiene – as well as strict adherence to post-operative instructions. After the period of integration of the implant with the bone, which may last several months, maintaining it in proper condition in the oral cavity is still significantly influenced by the patient's health condition, a healthy lifestyle, maintaining proper oral hygiene, and regular attendance at follow-up visits.

In the event of implantation failure – lack of connection between the implant and the bone after the healing period – without any identifiable cause on the patient's side, the implant will be placed again free of charge. If it is not possible to place the implant again or the patient does not consent to another procedure, the prosthetic treatment plan and its price may change.

The patient bears the full cost of treatment for repeated implantation/bone reconstruction when:

- post-operative instructions, including pharmacological treatment, were not followed
- in smokers, as smoking impairs microcirculation and tissue healing and is therefore considered a significant risk factor at every stage of maintaining the implant in the oral cavity (relative contraindication)
- in patients with a history of periodontal disease who have discontinued treatment or periodic periodontal check-ups

In order to prevent implant loss, it is necessary to attend follow-up visits according to the schedule established by the doctor and not less frequently than every 6 months in order to verify, using X-ray imaging, the condition of the bone-implant connection and to subject the implant area to hygiene procedures that prevent inflammatory conditions leading to peri-implantitis.

• The warranty for crowns, bridges and prosthetic restorations on implants lasts 3 years

Optimal functioning of fixed prosthetic restorations depends on proper occlusal conditions. If a Patient withdraws from the planned comprehensive prosthetic treatment and replaces only part of the existing missing teeth, it may overload the prosthetic reconstruction. This may lead to cracking or chipping of the ceramic. Because occlusal conditions may change during the use of a prosthetic restoration as a result of parafunctions or loss of other teeth, it is necessary to attend follow-up visits according to the schedule established by the doctor, during which periodic occlusion control is performed.

For prosthetic reconstruction of missing teeth on implants we use factory-made connecting components that guarantee precision of fit. In the case of fixed restorations screwed or cemented onto implants, there is no need to replace these components during the use of the restoration. When using removable restorations placed on implants, it is necessary to replace the wear elements (matrices), the condition and retention of which are assessed by the doctor during follow-up visits. Replacement of these elements is a paid procedure.

-
- **Warranty for acrylic removable dentures – 1 year**
 - **Metal framework removable dentures – 1 year**

In the case of removable prosthetic restorations, the warranty covers hidden defects resulting from material or technological causes. Changes that arise during the warranty period but are caused by natural wear of the denture, improper use, insufficient care, mechanical trauma, improper cleaning, or damage caused by the user or third parties are not considered defects. The Patient loses warranty rights in the event of any repair or modification carried out independently or by a third party other than the guarantor.

Optimal functioning of removable prosthetic restorations depends on proper occlusal conditions. If the Patient withdraws from the planned comprehensive prosthetic treatment and replaces only part of the missing teeth, this will overload the denture and may lead to cracking or fracture.

In the event of loss of additional teeth during the use of a removable prosthetic restoration, the patient is obliged to report to the clinic immediately in order to perform the necessary repair, which consists of adding the lost tooth and readjusting the denture to the base.

Over time, as removable dentures are used, remodeling of the alveolar bone occurs and consequently bone loss resulting from missing teeth, hormonal changes, ongoing disease processes, the aging process, and other causes. Therefore, every 6 months the condition of the jaw and mandibular bone and the fit of the denture to the base should be checked. If bone conditions change, the denture should be relined so that it “fits properly” again and functions correctly without causing trauma. Relining (i.e., readjustment) of a denture that no longer adheres precisely to the base is a paid procedure.

Conditions for maintaining the warranty

We are a clinic that provides comprehensive dental care for our patients. However, even the best dental treatment, if left without proper care and monitoring, may become damaged or worn out. Therefore, the condition for granting the warranty is:

- acceptance and completion of the entire recommended treatment plan and attendance at follow-up visits not less frequently than every six months in prosthetic and implant-prosthetic treatment unless the doctor recommends otherwise,
- attendance at preventive and hygiene procedures according to the hygienist's recommendations, but not less frequently than every six months,
- attendance at follow-up visits every 3 months in the case of treatment of primary teeth,
- immediate performance of procedures recommended by the doctor during follow-up visits.

In the case of bruxism or extensive prosthetic work (composite and ceramic), a condition of the warranty is that the patient possesses and uses a protective splint made immediately after completion of treatment in the clinic, which the patient brings to the warranty visit and which can be placed on the teeth without difficulty. In the event of loss or damage of the protective splint, it is necessary to immediately inform the clinic and have a new splint made.

The warranty does not cover:

Temporary restorations – temporary crowns, immediate dentures placed directly after tooth extraction that have not been relined, and temporary restorations protecting the tooth until the final prosthetic work is delivered.

Works performed at the explicit request of the patient that are inconsistent with the recommended treatment plan and for which the Patient was informed that no warranty would apply.

Implant-prosthetic treatment performed at the explicit request of patients in the presence of relative contraindications (coexisting diseases such as diabetes, oral treatment of osteoporosis with bisphosphonates, smoking).

Root canal treatment performed when it becomes necessary after reconstruction of the tooth or placement of a fixed prosthetic restoration.

Repeated treatment within a procedure that was originally performed in another clinic.

Treatment of inflammation of the extraction socket after tooth extraction.

Treatment of primary teeth – in cases of lack of cooperation from the Patient or follow-up visits less frequent than every 3 months.

Damage resulting from insufficient oral hygiene, trauma, or failure to follow the doctor's instructions regarding the use of prosthetic restorations.

Defects arising during the warranty period when the patient does not attend recommended follow-up and hygiene visits.

Repairs of prosthetic restorations resulting from normal wear of materials during use, such as replacement of matrices or denture relining.

Defects arising during interruption or rejection of the proposed treatment plan.

Fractures of tooth crowns that are undergoing root canal treatment.

Fractures of tooth crowns after root canal treatment that have not been restored prosthetically despite indications for such reconstruction.

Fractures of teeth restored prosthetically in cases where only part of the missing teeth was replaced, resulting in overload of the prosthetically restored area.

Adjustments performed independently or outside the clinic.

Death of teeth under crowns after tooth preparation.

Defects caused by natural bone loss, changes in the periodontium, or existing diseases that negatively affect the masticatory system (e.g., diabetes, epilepsy, osteoporosis, condition after radiotherapy and cytostatic therapy).