

## ***Terms of Kreativ Dental Clinic guarantee:***

In the unlikely event of a failure of the laboratory work, Kreativ Dental agrees to meet the cost of airline travel to and from Hungary (up to the total value of 200.00 EUR) and hotel accommodation expenses (single room per night max. 42.00 EUR) in Budapest for the duration of the necessary remedial work only (meals/extras are not included). We also provide a free taxi service to and from the airport, as well as a free travel pass valid on the Budapest public transport network.



The patient must notify his/her Kreativ Dental agent prior to exercising the guarantee. Failure to do so will invalidate the guarantee on the patient's work.

Kreativ Dental requests that patients return to the Clinic for a check-up once a year during the guarantee period (see above). If this is not possible the patient should visit a local dentist for a check-up once a year during the guarantee period (see above). If you do need to exercise your guarantee, we would require written proof (invoice/letter from your local dentist) that the annual check-up has been carried out.

However, in the case of periodontal problems and particularly after periodontal treatment, we generally advise that the patient should have a check up at least 2-3 times a year.

Kreativ Dental will also cover all necessary dental and laboratory costs to rectify the problem. In the case of small adjustments you may use the services of a dentist in your own country and forward your bill to Kreativ Dental for reimbursement. Kreativ Dental allocates max. 50.00 EUR for repairs such as re-cementing crowns, and denture or partial denture adjustment

Kreativ Dental is not liable for any unforeseen root canal treatment after having a tooth/teeth prepared for crown and/or bridgework. Occasionally teeth suffer preparation trauma during crown and bridgework resulting in the need for root canal treatment afterwards. Kreativ Dental is not liable for any problem which was not visible on the patient's x-ray, and was not foreseeable or predictable, at the time of treatment at Kreativ Dental.

### The Guarantee will be reduced or invalidated:

- if the patient does not return to Kreativ Dental for a routine check-up at least once a year during the guarantee period, or does not undergo a routine check-up once a year in his/her home country with an x-ray being taken and obtaining written proof (invoice/letter from your local dentist) that the annual check-up has been carried out
- if oral hygiene is neglected
- if the dentists' instructions are not followed (for example not wearing dentures/nightguard during the night)
- if removable restorations such as partial or full dentures are not kept and maintained properly
- if the gum tissue or teeth bone is naturally reducing
- in the event of accidental damage, for example dropping the denture
- if the patient loses or gains a substantial amount of weight during a short period of time
- if there is a general illness occurring that has negative effects on the dental condition (for example diabetes, epilepsy, osteoporosis, condition after x-rays or chemotherapy)
- if a dentist in your home country has carried out any corrective or additional treatment on dental work you received at Kreativ Dental