



FAR EAST DENTAL

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WARRANTY POLICIES

DENTAL WARRANTY IN FAR EAST DENTAL PRACTICE

At Far East Dental practice, we stand behind every dental service we provide to our patients. We are confident in our quality of work and support it with a warranty which very few dentists offer. It is important that you continue to care and maintain your teeth and gums after seeking treatment at our dental practice.

Despite the high control standard, dental works occasionally do not last for as long as expected due to various reasons. Our dental practice provides guarantee at our offices in Ho Chi Minh city – Vietnam

1. For full ceramic restorations and precious metal restorations

Including:

- Full ceramic crowns and bridges on real teeth
- Full ceramic veneer
- Full ceramic inlay, onlay and overlay
- PFM crowns and bridges using palladium alloy on real teeth (precious and semi-precious)



Warranty is applied as follows:

- One hundred percent (100%) treatment cost for the first two (02) years after treatment
- Fifty percent (50%) of the treatment cost for the following three (03) years

2. For standard porcelain-fused metal (PFM) restorations and restorations on implants

Including:

- PFM crowns and bridges using palladium alloy on real teeth
- Crowns and bridges on individual implants (*)
- Overdenture on implants

() In case of restoration all-on-x implants, warranty policies will be devised for each patient based on the features of their cases*

Warranty is applied as follows:

- One hundred percent (100%) treatment cost for the first one (01) year after treatment
- Fifty percent (50%) of the treatment cost for the following two (02) years

3. For removable dentures

- One hundred percent (100%) treatment cost for the first three (03) months after treatment
- Fifty percent (50%) of the treatment cost for the following six (06) months

4. For Orthodontic Retainers

Including:

- Removable retainers
- Clear aligners

Warranty is applied as follows:

- **For retainers/aligners manufactured and produced in Vietnam:**
 - One hundred percent (100%) cost for the first six (06) months from the date of retainer/aligner delivery.
 - Fifty percent (50%) of the cost for the following six (06) months.
 - **For genuine retainers/aligners (applied according to the manufacturer's conditions):**
 - One hundred percent (100%) cost for the first three (03) months, commencing from the manufacturer's ship-out date. This warranty policy applies to defects attributable to the manufacturer, including improper fit, or an appliance/tray that is broken, fractured, or defective prior to its first use, provided that authentic evidence is supplied.
 - For cases outside of the above conditions, the patient is responsible for one hundred percent (100%) of the cost.
- 5. For dental implants**
- Fifteen (15) years warranty for implant fixtures from Nobel Biocare (USA), Straumann (Switzerland)
 - Ten (10) years warranty for implant fixtures from all other brands

PATIENT'S COMMITMENT

- The patient must maintain regular checkups (minimum once every 6 months) for routine professional examination, X-ray scan and dental cleaning at our dental clinics or your local dental offices
- The patient must maintain adequate oral care at home
- Should any issue arise, the patient must contact your clinic immediately before taking any other action

TERMS AND CONDITIONS

- The warranty for implants is applied if the entire procedure was done at our clinic, including the bone grafting, implant placement and crown
- The warranty for restorations is applied if, under normal circumstances, the restorations break, split or come loose
- Restorations will be replaced by a similar material
- Warranty for restorations does not include any additional treatments if required (root canal treatment, metal core...etc)
- Warranty is not applied if the root is fractured
- If the doctor deems that the restorations might not last due to various reasons (teeth, gum, occlusion...) and has informed the patient thereof, warranty is not applied
- Our clinic does not cover the cost of travel, accommodation or any consequential losses incurred by the patient
- Warranty does not include any cost associated with routine maintenance required over the course of its working life

Warranties may be deemed null and void if:

- The patient misses routine checkups which should be done at recommended intervals, which are usually once every 6 months or once every 3-4 months in periodontal patients
- If the dentist has advised and the patient has consented that the treatment would have a reserved prognosis prior to treatment.
- The patient neglect oral hygiene or does not comply with the dentist's instruction.
- In the event of an accident, or if there was an instance of any accident resulting to impact to the face or head after treatment

- If there are relevant medical conditions or habits that predispose the patient to failure of treatment outcome (Diabetes, osteoporosis, smoking...etc)
- If the failure of the restorative work is due to abuse or negligence due to any form of mistreatment of the prostheses. This includes but is not limited to biting into metal objects, chewing ice, self-adjustments, etc...
- If the dentist has determined a night guard/occlusal splint was necessary to protect the prostheses but it was not made or worn as directed
- If the specific dental work was adjusted or altered at another clinic without prior notification and agreement
- Any other unforeseen circumstances that lie beyond the control of the dentist