



A guarantee is a crucial aspect when receiving dental care abroad. There is no legal obligation regarding Dental Treatment Guarantee all over the world including Turkey. We offer this guarantee as a proof of our good intentions and we stand by our work. **Cosmetic Dental Antalya or Clinics** is committed to providing the best quality dental care to all our patients. Therefore, we offer all patients a transparent guarantee for products and services we offer.

Guarantees for Individual Treatment

We have established longstanding guarantees for each dental procedure performed at our clinic. Read below for each:

Dental Implants

We offer a lifetime guarantee to the dental implant screw in case of fracturing or breaking. If the implant fails (which only happens in less than 5 percent of global cases), we will replace it free of charge if the dental crown guarantee has not expired. Our Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee, smoking is not permitted as will influence the ability of the implant to fail or not within the fusing stage of 12 weeks after fitting, we also state it is necessary that smoking 4 weeks before the implant is fitted you **MUST** stop smoking. Chewing tough foods, sweets, any foods that can add additional pressure onto the Implants within the fusing stage of 12 weeks after fitting can have an effect on the implant fusing and may cause it to fail, Soft foods only . We recommend visiting the dentist for an oral hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have no followed the above, the guarantee may be void and the senior dentist will have the final say.

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Dental Crowns and Full Veneers

We guarantee dental crown and veneers against chipping, cement failure, or breakages for 5 years. During this period if the crowns or veneers require composite restoration or re-cementing, our Guarantee does not cover for

misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee. We recommend visiting the dentist for an oral hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have not followed the above or the fact sheet issued then the guarantee may be void and the senior dentist will have the final say. If any part of the crown has been pinked due to gum recession, then extra care and brushing must be taken to avoid any bacteria setting in, if Bacteria does set in and redness or soreness is caused then extra brushing and medicated mouth wash should settle this down.

Your bite may be changed, and this takes time to settle down, in some cases up to 6 months and this is normal. Some discomfort and pain is normal to experience during the settling process.

Dental Bridges

We offer a up to 5-year guarantee for dental bridges in case of chipping, breaking, or cement failure. Our Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Bridges are not fixed where the bridge occurs and can break should excessive force be added to the bridge, biting tough foods with the bridge can break it and your guarantee will not be valid. A dental bridge will not just break on its own. If the dentist assessment recommended implants but you opted for a bridge, then we are unable to cover the bridge under the guarantee as this is at your risk. Improper care and poor hygiene will also void any guarantee. We recommend visiting the dentist for an oral hygiene clean every three months,

Dr Anil Dundar Ataturk , Konyaalti, Antalya, Turkey info@cosmeticdentalantalya.co.uk

WhatsApp 07494941118

www.cosmeticdentalantalya.co.uk



this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have not followed the above the guarantee may be void and the senior dentist will have the final say.

Dental Lumineers and Dental Laminate Veneers

We guarantee dental Lumineers and dental laminate veneers up to 3 years. Our Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee.

We recommend visiting the dentist for an oral hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have no followed the above the guarantee may be void and the senior dentist will have the final say.

Cosmetic Dentures

Any cosmetic denture you obtain from the clinic are guaranteed up to 3 years. the Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee. We recommend visiting the dentist for an oral hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have no followed the above the guarantee may be void and the senior dentist will have the final say.

Dental Fillings

Dental filling work we do is guaranteed up to a single year. The Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee. We recommend visiting the dentist for an oral

Dr Anil Dundar Ataturk , Konyaalti, Antalya, Turkey info@cosmeticdentalantalya.co.uk

WhatsApp 07494941118

www.cosmeticdentalantalya.co.uk



hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have not followed the above the guarantee may be void and the senior dentist will have the final say.

Dental Inlays and On lays

Our clinic offers a 2-year guarantee to dental inlay and on lay work in the event of breakages, chipping, or cement failure. The Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee. We recommend visiting the dentist for an oral hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have not followed the above the guarantee may be void and the senior dentist will have the final say.

Please note that our guarantees do not cover the following treatments:

Root canal treatment Professional Teeth Whitening with Laser Gum Contouring Dental post procedures Deep Cleaning Prior dental work performed at another clinic or by dentists not affiliated with Cosmetic dental Antalya. The Guarantee does not cover for misuse and the senior dentist will have the final say at the clinic where your treatment was provided. Improper care and poor hygiene will also void any guarantee. We recommend visiting the dentist for an oral hygiene clean every three months, this also will be considered to void your guarantee if you do not have your teeth professionally cleaned every three months. The clinic where treatment was done will fix or replace in the event anything should go wrong but, in the event,, you have not followed the above, the guarantee may be void and the senior dentist will have the final say.

TERMS AND CONDITION

Payment made to Cosmetic Dental Antalya is deposited and secures your booking at the chosen clinic for the treatment assessment provided by the

Dr Anil Dundar Ataturk , Konyaalti, Antalya, Turkey info@cosmeticdentalantalya.co.uk

WhatsApp 07494941118

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Dentist who will perform treatment.

Remainder of payment is to be paid directly to the chosen clinic on the day of treatment, no treatment will take place until full payment has been received. We accept Cash Payments at the Clinic; any debit or Credit Card transaction will have a charge of between 10% and 20% dependant on tax being charged added to the total to be charged. All card transactions are processed by Money Exchange Store in Antalya and not by Cosmetic Dental Antalya.

In the event you wish to cancel your appointment then your deposit will be forfeited, you can opt to change the date for your appointment and £100 fee will be due as a transfer fee, this is to be paid directly to Cosmetic Dental Antalya before your appointment will be changed. Cosmetic dental Antalya does not assess your images for treatment the clinic providing treatment assess your images.

The guarantees do not cover third-party clinics or dentists unless specifically stated before the treatment commences. Cosmetic Dental Antalya is only a facilitator in your dental care process. Therefore, Cosmetic Dental Antalya will not be liable in case of faulty treatments resulting from the following:

The guarantee will become invalid or reduced under the following conditions:

- When the patient neglects oral hygiene
- When the patient does not come for a routine dental check-up as scheduled with own Dentist, we recommend every three months.
- When the patient does not descale and polish teeth using a professional service least twice a year (invoice needed)
- When the patient ignores the dentist's instructions
- When the patient does not follow through with full payment
- When subsequent treatment is obtained at non-affiliated clinic without prior authorisation by Cosmetic Dental Antalya (except for descale and polish)
- When removable dental products such as dentures are not maintained as instructed

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- If bone or gum tissue of the patient recedes
 - If the dental injury or issues are caused because of contact sports or similar leisure activities
 - If the dental issues are the result of smoking or smoking has caused discolouration and Gum disease or recession.
 - If the products fail because of accidental physical damage such as by dropping dentures on the floor
 - Any activities or drugs that are known to artificially raise blood pressure
- In the event that the same or similar dental issue continues to arise and is therefore considered a recurring or reoccurring problem that may be unrelated to the dentistry itself, we reserve the right to advise you to visit a specialist or a medical professional for further tests that may be directly or indirectly related to dentistry. The responsibility of the costs incurred (including travel expenses, dentist, and laboratory bills) will be that of the patient. The avoidance of such advice will automatically void your dental guarantee.
- Severe Teeth Grinding
 - Periodontal Diseases
 - If the patient was pregnant at the time of treatment and did not disclose their circumstances.
 - If the patient is under the age of 18 at the time of treatment and did not disclose their actual age
 - If the patient had Orthodontic Treatments like braces, retainer, Invisalign and did not disclose their circumstances. Failing to advise can result in treatment at the clinic incurring extra cost or treatment being denied in which no refund will be offered.

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- If the patient had Orthognathic Surgeries and did not disclose their circumstances.
- If the patient did not inform the Dentists regarding their dental and health problems during their appointments at the clinic or during the booking process stage
- The patient is obligated to clarify their needs with the Dentists during their Consultations at the clinic. Any additional treatments, tooth colour, tooth shape changes informed after their appointments will not be covered or guaranteed.
- The patient is obligated to inform the Dentists regarding their aesthetic concerns, bite concerns might be related to the dental treatments done by a clinic used by Cosmetic Dental Antalya before the completion of their treatments at the clinic. Any necessary additional treatments, adjustments and replacements might require additional appointments at the clinic. Cosmetic Dental Antalya or any clinic cannot be held responsible for the extension of travel dates, any necessary additional visits to Turkey and any related travel expenses.

After treatment you may experience Mouth Ulcers, speech lisp, Small trauma spots on the gums but these should naturally disappear with time. In some cases, you could experience Infections which may require visits to your dentist for antibiotics. This is normal with any dental treatment. Cosmetic Dental Antalya will not cover the cost of any dental treatment you may require such as prescriptions and check-ups.

- **FREE HOTEL ACCOMODATION.**

We offer FREE accommodation on some special offers we promote. We choose the accommodation and the patient (YOU) does not get a choice in Hotel. If you opt for your own Accommodation our price will not be reduced. Cosmetic Dental Antalya are not responsible for the hotel or any changes they may make. If for any reason you are required to leave the hotel then Cosmetic Dental Antalya will not be liable for any charges for new accommodation. It is the Patients (YOU) responsibility to ensure you adhere

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to all rules and regulations whilst in the chosen Hotel. Any misuse of the Hotel or anti-social behaviour including the used of any illegal substances whilst you are occupying any rooms or on the premises will immediately result in termination of your stay. Cosmetic Dental Antalya will not be responsible for any cost which you may incur due to your own actions.

Cosmetic Dental page Antalya will not act on your behalf where any rules or any breach of the Hotel policy have been broken. We book the hotel on your behalf and are not your representative whilst in the Hotel.

By agreeing to the Terms and Conditions you authorise Cosmetic Dental Antalya to use your before and after images on social media. But you can withdraw consent at any time and Cosmetic Dental Antalya will have 7 days to say the withdraw complete

If you have a recurring medical condition that may not be causally related to your dental health affecting your treatment, our dental surgeon may refer you to a medical professional or a specialist for further testing. Our clinic will not cover the cost of this visit. If you have started treatment in another dental clinic and we have been requested to complete the treatment please be aware that as we are not responsible for all of the treatment carried out, should an issue arise there could be a dispute as to which clinic is responsible. We are therefore unable to provide any form of guarantee in this instance. A [dental implant](#) may migrate or move naturally in your mouth due to various conditions such as diabetes, osteoporosis, epilepsy, chemotherapy, mental disorders, after-condition excessive X-rays, chemotherapy, or similar conditions not related to how the implant is placed. The guarantee will not cover replacing the implant in these situations.

Patients are given the option of choosing tooth colour for crowns, veneers, and similar products. If the patient does not like the colour they have chosen later, Cosmetic Dental Antalya or any clinic will not be responsible and will not reimburse costs. Cosmetic Dental Antalya or clinic will not be liable in case a patient's teeth suffer trauma during bridge or crown treatment (requiring root

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canal treatment) because of conditions not foreseeable or predictable from xrays and examinations.

The guarantee does not cover damage to dental treatments resulting from not wearing gum shields as instructed. Other unrelated factors such as receding gum tissue due to ageing, disease, weight gain or weight loss, are not covered under the guarantee either. We will not reimburse and treatments in any event or any other costs associated with travel, such as flight tickets, Page 9/12

accommodation, cab fare or train tickets or work-related loss as salary cuts etc. If you need to see an independent dentist for remedial treatment, your costs will be reimbursed only following a detailed report that indicates a strong need for independent reconstructive work under the framework of the terms and conditions listed above.

This Dental Guarantee is accepted and understood by every patient visit to Cosmetic Dental Antalya or affiliated clinics.

Cosmetic Dental Antalya will help source flights and Hotels on your behalf, we are happy to book these for you upon payment of the amount to our bank account. Cosmetic Dental Antalya accept no liability for incorrect names being entered or dates of birth if what you have issued to us is incorrect. We accept no liability for missed flights. We will book flights and hotels on your behalf, we are not a tour operator and do not offer package Holidays, we are NOT ATOL registered. Any monies paid for flights and hotels is NON refundable once flights and Hotels have been booked.

Any deposits paid is non-refundable at any point. If any clinic refuses to treat any patient due to issues which fall under any part of the terms and conditions, then no refund will be issued.

Cosmetic Dental Antalya uses a number of clinics and we will choose the clinic which matches your needs.

Cosmetic Dental Antalya do not perform your treatment and we are booking this on your behalf to our clinics. If we must cancel your treatment for any reason, we will issue a refund of any deposit paid but not Flight and Hotel monies. You may be able to cancel these direct with the tour operator. If you

Dr Anil Dundar Ataturk , Konyaalti, Antalya, Turkey info@cosmeticdentalantalya.co.uk

WhatsApp 07494941118

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decide to cancel your treatment at any time

all monies paid are non-refundable however we will not require you to pay the full balance or any money owed.

In the event of any dispute between you the customer and us cosmetic Dental Antalya or any Clinic which we have referred you to you can email info@cosmeticdentalantalya.co.uk and we will respond accordingly.

Our Dentist has the final say on any refund or guarantees and your contract is with the clinic and not Cosmetic Dental Antalya, we act as your booking agent

and will liaise between you the customer and the clinic. If we feel the clinic is wrong, we will work on your behalf to recover any cost you may occur however we give no guarantee that we can obtain any refunds.

UPDATED BELOW FOR COVID 19 on 31/05/2020

In these unprecedented times we understand the concern regarding your treatment, we give a commitment to our customers that we will honour the price you have on your confirmation email and we will also waive the £100 fee to change the date of treatment. We have no limits as to how many times you can change your date during the Covid 19 pandemic, End date 31/August 2020 when we will review this.

Our normal refund process continues and we will not be issuing refunds if your flights are cancelled, we will of course as per above change the date for your treatment, we commit every customer booked will get the treatment they have booked for the price they have agreed.

Flights and Hotels are not Cosmetic Dental Antalya responsibility and although we may have booked these we have only booked on your behalf. flights and hotels are your responsibility. If you have experienced a cancelled flight or hotel and wish to move to a new date, any charges that may be extra due to increase charges for summer and peak season are your responsibility, we

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advise you to book in off peak season or
book same time next year to obtain the same price of flight and hotel, we are
happy to transfer to next year.

Cosmetic Dental Antalya or affiliated Clinics

We keep our rights to refuse the patient under the circumstances below;

- Walk in Patients (Unconfirmed dates)
- Under the age of 18
- Mental Disorders that have not been disclosed or if any patient is being threatening or aggressive (We keep our rights to ask for psychological examination)
- STD (We can refuse the treatment unless it is an emergency)
- Drunk
- Unconfirmed and unplanned treatments before the arrival (might need additional appointments at the clinic)
- The patient who refuse the acceptance of dental guarantee terms and conditions, our diagnosis, the treatment plan, any necessary paperwork must be signed provided by Cosmetic Dental Antalya or clinics. You the customer may not make any amendments to our terms and conditions.

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I _____ Dated _____

Confirm I am happy to continue treatment and agree to the terms and conditions which have been set out. I understand and have read 12 out of 12 pages and have had the option to discuss any concerns before treatment commenced.

Signed Patient

Date:

Please note that your passport will be required as proof of identity and a copy will be taken which will be held on file with your details.

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