



Confidental Costa Rica - Guarantee for Dental Services

At **Confidental Costa Rica**, we care about our patients and their well-being. That is why we promise them a guarantee for procedures carried out in our clinic to assure them they are receiving the best quality in their treatments. Please find what our guarantee entails below.

- 1) Each patient will be extended a guarantee on dental procedures when certain criteria are met. This guarantee will be discussed with the patient and signed by both parts after a dental visit.
- 2) Once the procedures are completed and the patient returns to the country of domicile, the patient must have:
 - a) an appropriate **daily** oral hygiene (brushing, flossing, mouth rinsing).
 - b) dentist control examinations and complete dental cleanings **every six months**.
 - c) x-Rays of the Costa Rican restored teeth **once a year at least**.

IMPORTANT NOTE: If this is not followed, guarantee **will be invalid**.

- 3) If restored teeth are damaged by obvious trauma (accidents, falling, biting a piece of food that is too hard) the guarantee is invalid and it will be at the Costa Rican Dentist discretion to correct the problem.
- 4) Guarantee is valid if the patient returns to the clinic that performed the treatment in Costa Rica (Confidental CR). If dental work is manipulated or damaged by another dentist, the guarantee **will be invalid**.
- 5) Guarantee will be to repair the affected teeth only. Costs for flights, hotels, meals, transportation, missed work reimbursement is not included in the guarantee.
- 6) Patients that return within the guarantee guidelines and specifications **will not be charged** to repair or replace the teeth involved.

Guarantee in Surgical Procedures

Dental Implant Lifetime Guarantee:

Life Guarantee* applies on the **Dental Implants only**, not on the procedure or the specialist's fee.

This services will have an additional charge or fee.

We stand behind our work and we exceed ADA guidelines with our Lifetime Guarantee* on Dental Implants.

*ConfiDental Costa Rica will replace the Dental Implant part in cases where there has been no osseointegration or where osseointegration has failed. **The Lifetime Guarantee** is void if the failure is caused by a trauma, an accident, or by any other damage caused by the patient or a third party; or the failure is caused by a clinical component placed in patients with accepted contra-indicated conditions to successful implant integration, including but not limited to diseases related to alcoholism, nicotine dependency, uncontrolled diabetes, and habitual drug dependency; or the implant subject to warranty claims has been used in direct or indirect combination with a clinical component or instrument originating from another dental provider other than ConfiDental Costa Rica.*

Additional Surgical Procedures

Restrictions apply to

- Sinus Lift and Bone Graft treatments (guarantee applies to the Bone material, not on surgical procedure or the specialist's fees)
- Patients who smoke.
- Patients who do not accept or do not appropriately take the medications prescribed by the specialist.
- Patients with systemic diseases without previous or post medical control.
- Patients who do not attend their control and dental cleaning appointments at least **every six months** as previously stated in point #2.
- Patients with unhealthy oral habits (smoking, drinking, nail-biting)
- Patients whose mouth structure presents changes after the 4 to 6 months regularly given for healing. Realignment or adjusting of dentures or bars will have their corresponding fee if they are present after this time span.

Guarantee in Restorative Dental Treatments

The guarantee in restorative dental treatments includes treatments such as:

- Hybrid bars
- Acrylic bars
- Zirconia crowns
- E- max crowns
- E- max veneers
- Inlays
- Dental bridges
- Fillings
- Dentures

Guarantee applies to **Dental Implants or materials** used in the restorative treatment only, not on the specialist's fees. This services will have an additional charge or fee.

Restrictions apply if:

- Patients come with evident trauma (**accidents**).
- Patients do not attend their control and dental cleaning appointments at least **every six months** as previously stated in **point #2**.
- Patients with unhealthy oral habits (smoking, drinking, nail-biting)