



Warranty

First and last name:

Personal identification number:

Home address:

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The warranty is effective from the END OF PLANNED TREATMENTS! Damages to prostheses caused by stopping (unfinished) treatment are not covered by the warranty!

1. **Light-cured filling** - 3 years. Light-cured fillings in the tooth neck (cervix) area are covered by a 1-year warranty. In case of any cavities in other teeth (e.g. the so-called support zones), we provide a 12-month warranty (once the other problems have been resolved, the warranty is extended to 3 years – except for fillings in the tooth neck area). In case of bruxism, the warranty period is determined individually by the prosthetic consultant.
2. **Crown-root inserts** - 3 years. In case of any cavities in other teeth (e.g. the so-called support zones), we provide a 6-month warranty (once the other problems have been resolved, the warranty is extended to 3 years). In case of bruxism, the warranty period is determined individually by the prosthetic consultant.
3. **Permanent prosthetic filling** (crowns and traditional bridges as well as implants, veneers, inlays, overlays) - 3 years. In case of any cavities in other teeth (e.g. the so-called support zones), we provide a 12-month warranty (once the other problems have been resolved, the warranty is extended to 3 years). In case of bruxism, the warranty period is determined individually by the prosthetic consultant.
4. **Removable acrylic prostheses** - 2 years. In case of any cavities in other teeth (e.g. the so-called support zones), we provide a 12-month warranty (once the other problems have been resolved, the warranty is extended to 2 years). In case of bruxism, the warranty period is determined individually by the prosthetic consultant.

5. **Movable frame prostheses** - 3 years. In case of any cavities in other teeth (e.g. the so-called support zones), we provide a 12-month warranty (once the other problems have been resolved, the warranty is extended to 3 years). In case of bruxism, the warranty period is determined individually by the prosthetic consultant.
6. **Dental splints and relaxation splints** - 1 year.
7. **Implants** - 5-10 years depending on the implant system used and the anatomical conditions in the patient's mouth (amount and type of bone tissue, comorbidities, oral hygiene, smoking, etc.). In case of any cavities in other teeth (e.g. the so-called support zones), we provide a 12-month warranty (once the other problems have been resolved, the warranty is extended to 5-10 years as appropriate). In case of bruxism, the warranty period is determined individually by the implantology-prosthetic consultant.

Warranty conditions:

1. Check-up appointments every 12 months, during which the dentist performs a check-up inner-mouth examination and the dental hygienist performs professional cleaning of the teeth to remove tartar and plaque (ultrasound scaling, sand-blasting, polishing, fluoridation). **IMPORTANT!!!** We also accept check-up appointments involving professional, correct teeth cleaning performed outside MAGNADENT Dental Clinic if they are documented in writing – with certificates issued by the dentist.
2. Maintaining dental hygiene at the right level, according to the instructions given by the dentist or dental hygienist. During professional teeth cleaning with plaque and tartar removal all our patients are trained in dental hygiene with the use of dental models.

The warranty does not cover:

1. Endodontic treatment (root treatment) as the healing process of periapical tissues is unpredictable.
2. Temporary works – fillings, veneers, crowns, bridges, inlays, temporary and instant prostheses applied directly after tooth extraction.
3. Works performed after informing the patient that such works are not covered by a warranty or that the warranty is limited, performed at the patient's explicit request.

4. Treatment of dental alveoli inflammation after tooth extraction.
5. Treatment of dental pulp inflammation directly after a filling or prosthesis fitting.
6. Repair of chipping in prosthetic veneers (ceramics) caused by mechanical damage.

Damages not covered by the warranty:

1. Mechanical damage to natural or artificial teeth during endodontic treatment (e.g. between appointments)
2. Traumatic damage (e.g. as a result of impact on the prosthetic crown or other accidental damage)
3. Caused by natural bone shrinkage and changes in the periodontium – such as increasing distance between teeth due to missing neighbouring teeth
4. Caused by bad oral hygiene
5. Resulting from not following the dentist's instructions with regard to looking after prosthetic fillings
6. Resulting from a comorbidity which has a negative impact on the occlusal system (e.g. diabetes, osteoporosis, epilepsy, status post chemo- and/or radiotherapy)
7. Caused by filling only part of cavities, which puts an excessive load on the prosthesis
8. Caused by corrective treatments performed outside MAGNADENT

Terms and conditions of using the warranty:

1. Reporting an incident covered by the warranty to MAGNADENT by e-mail with the following description:
 - a) what happened – indication of the affected tooth and nature of the problem with a precise description of the symptoms/ issues
 - b) when
 - c) how
 - d) have any reparative actions been taken, if so – what were they
 - e) clear photos of the damaged tooth taken with a mobile phone, both inside the mouth and possibly photos of any chipping/ pieces which fell off from the tooth
 - f) possibly an X-Ray image after the damage

2. After receiving information about an incident, MAGADENT will verify if the warranty procedure applies in the circumstances and will contact the patient directly as soon as possible (usually within 1-2 business days) in order to arrange an appointment as soon as possible to perform any warranty-covered treatment.
3. The warranty only applies to **TREATMENT PROCEDURES AND DOES NOT COVER** any other costs related to the patient's travel, accommodation, catering etc. while services are being performed on the basis of the warranty.
4. In case of implant and prosthesis-based treatment covered by the warranty issued for the given implant system (between 5 and 10 years depending on the manufacturer), the warranty only covers the dental implant (**JUST THE SCREW!!!**). This means that if the implant is rejected and fully/ partially lost, a NEW implant (screw) will be provided free of charge, but all other treatments required to put the implant in place are payable as normal – usually it is necessary to perform bone augmentation and to produce new prosthesis. The cost estimate of such treatments will be prepared for the patient each time BEFORE treatment commences on the basis of the warranty.
5. Warranty-covered treatment is only performed at MAGNADENT in Kraków.

Information on **TEMPORARY** works. The aim is:

- 1) to allow correct chewing of food,
- 2) to protect treated teeth and gums,
- 3) to provide an acceptable aesthetic result while waiting for the final prosthesis.

The most commonly used temporary prosthetic fillings include: crowns, bridges, veneers, inlays/overlays and dentures. Such fillings are made of relatively soft acrylic material (type of plastic) and attached to abutment teeth, in case of fixed components, with weak TEMPORARY cement. Such pieces are often produced by the dentist on site or within 24/48h at the prosthetics laboratory by a technician. This has significant consequences for the user:

1. The durability of such components is very limited – usually up to 7-14 days in case of fixed components (crowns, bridges, veneers, inlays) produced by the dentist on site and up to 6-8 months in case of fixed crowns and bridges, as well as partial prostheses and full removable prostheses produced by a technician at the laboratory. Durability means resistance to breaking, rather than cement strength.

2. The aesthetic appearance of temporary components usually differs significantly from the appearance of the finished components.
3. The comfort of use of temporary components is significantly lower than the comfort of use of finished components. Especially in case of so-called instant prostheses made straight after a surgical treatment, e.g. tooth removal or dental implant insertion. Such prostheses are technically incapable of remaining stable on the prosthetic base, as soft tissues can be swollen up to 10-14 days after a surgical treatment. Once the swelling has gone down, it may be necessary to have such a prosthesis adjusted by a local dentist.
4. Temporary fixed prosthetic fillings (crowns, bridges, veneers, inlays) are fixed with special **WEAK** temporary cement. This is to facilitate their quick and easy removal without creating a risk of damaging the polished tooth while fixing the final prosthetics.
5. If a temporary prosthetic filling becomes decemented or in case of any signs of soft tissue irritation you need to report to a dentist immediately in order to re-fix the temporary component or to adjust it.
6. At the patient's request it is possible to fix a temporary component with stronger cement which significantly reduces the risk of the reconstructed component becoming detached, but it increases the risk of damaging polished teeth during the labour-intensive procedure of cutting individual crowns open at the next appointment. This also means that the temporary component will need to be completely **DESTROYED** during the next appointment.
7. No temporary prosthetic fillings **ARE COVERED BY A WARRANTY**, and any adjustment or re-fixing of components is performed by the patient's local dentist at the patient's cost.

Date

Dentist's stamp and signature

Patient's legible signature