



5-Year Dental Work Guarantee

Patient Name: John Smith

Patient Address: 24 William Street, Cambridge CB2 1AA

Smile Health Patient Number: SH-2025-0148

Guarantee Reference: G-UK-5YR-000327

At Smile Health, we are committed to delivering long-lasting, high-quality dental care. That's why we offer a **5-year guarantee** on all dental implant treatments and zirconia or ceramic bridgework placed in our clinics.

What is Covered?

This guarantee includes:

- **Dental Implants:** Full replacement or corrective treatment in the event of implant failure due to material defects or clinical error.
- **Zirconia or Ceramic Bridges:** Repair or replacement in case of fractures, major defects, or de-bonding caused by material flaws or clinical error.

*Please note: All dental implants placed at Smile Health also come with a **manufacturer's lifetime warranty** against defects in the implant fixture itself.*

What is Not Covered?

This guarantee does not cover:

- Normal wear and tear (e.g. minor chipping, surface wear, or abrasion from daily use – especially in patients with bruxism or grinding habits).

Owner: Smile Health GmbH Brühl 54, 04109 Leipzig - **Managing Director:** Dr. Rasmus Sperber - **Commercial Register:** Leipzig Local Court HRB 33043 - **Tax Number:** 231/107/18144 - **Liability Insurance:** Deutsche Ärzteversicherung - **Competent Chamber:** Saxony Chamber of Dentists, **Competent Supervisory Authority:** Saxony Association of Statutory Health Insurance Dentists - **Professional Regulations:** Professional Regulations of the Chamber of Dentists - **Contact:** Phone: +49 341 4745 E-Mail: info@smile-health.de

- Changes in appearance or aesthetic preferences that are not due to a technical fault.
- Damage caused by accidents, trauma, or misuse.
- Costs associated with travel, accommodation, or time off work for corrective treatment.
- Issues resulting from neglect or failure to maintain proper care, such as:
 - Missed annual check-ups.
 - Poor oral hygiene.
 - Not wearing a prescribed nightguard (if recommended).

Patient Responsibilities

To keep your guarantee valid, you must:

- Attend annual dental check-ups – either with Smile Health or a qualified UK-based dentist.
- Maintain regular professional cleaning and dental hygiene.
- Inform Smile Health promptly if you notice any problems with your treatment.
- Follow all post-treatment care guidance, including wearing any prescribed nightguard or protective device.

How to Make a Claim

If you experience an issue with your dental implants or bridgework:

1. **Contact Smile Health** as soon as possible by phone or email.
2. **Provide supporting materials** (such as photos, recent dental reports, or X-rays – especially if you are in the UK).
3. **We will assess the case** and advise:
 - Whether the issue is covered by the guarantee.
 - Whether travel to one of our clinics is needed.
 - Or whether we can coordinate a solution with a UK-based partner.


Important Notes

- This guarantee covers the **cost of any necessary corrective treatment and replacement prosthetics only**.
- It is **non-transferable** and applies solely to the individual patient treated at Smile Health.

- It is issued **in addition to your rights under consumer law** and does not affect those legal rights.

Contact Our Guarantee Support Team

 guarantee@smile-health.de

 +49 341 3014745

Confirmed and issued by:

Dr. Med. Dent. Rasmus Sperber, M.Sc.
Head Consultant & Managing Director
Smile Health GmbH

Signature:

Date:

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