



Fillings: 3 years

Prosthetics: 3 years

Surgery: 3 years

Implants: 5-10 year guarantee (only for the product which is provided by the manufacturer) in some cases with a manufacturer's life-long guarantee (i.e. Biohorizon, Nobel, Alphabio)

Forest & Ray will offer the half yearly check-up in London, whether the work was done in their clinic there or in Budapest. If any other agreement or contract has been signed (for example: a contract regarding further payment by instalment; or an extended guarantee package with long-term instalment payment method has been accepted) then the terms of that guarantee will apply and take precedence over this.

The half year check-up is free, but any treatment suggested or recommended by the dentist during the free consultation which relates to the dental work previously undertaken by Forest & Ray, should be accepted by the patient so as not to invalidate the guarantee.

The dentist's instructions, recommendations or proposals should be accepted by the patient and carried out. If you fail to accept these recommendations or proposals and / or do not comply with instructions relating to your dental care, you may invalidate the guarantee on the work.

However, in the case of periodontal problems and particularly after periodontal treatment, we generally advise that the patient should have a check-up at least 2-3 times a year.

Implantation

Four implants out of every hundred cannot be used after the period of recovery. This can happen for many reasons, despite the fact that no pain, inflammation or swelling occurred following the operation and the average 3 month recovery period has passed without significant incident. The implant is removed in these cases, and we will try to fit new implant after another 8-10 weeks. All of the implants that we have placed on the second attempt have integrated successfully so far. However, this does not guarantee success in all possible cases.

All in all, 96% of implants are successful first time round. The remaining 4 % can also be successfully solved. It just means the treatment takes a little longer.

If your implants were fitted in Budapest, the replacement implant can be fitted in Budapest under guarantee.

If your implants were fitted in London, the replacement implant can be fitted either in London or in Budapest under guarantee.

If your implant was fitted in Budapest but you would like to have the replacement implant fitted in London, we are pleased to accommodate this, and you need only pay the corresponding difference between the Hungarian and UK implant prices. In the unlikely event



that the re-implantation is not possible, because your body rejects the implant we will pay back only the price of the implant material.

In the event that a replacement implant can be fitted by Forest & Ray but you choose not to have it done, we will refund only the material cost of the implant. The guarantee for implants is only valid if our dental clinics complete the full work including the fitting of crowns and/or bridges.

Guarantee terms:

- Dentist's instructions have to be followed
- Removable restoration items such as partial or full dentures have to be looked after carefully and maintained properly

You must attend our clinic for a check-up at least once every 6 months.

Extent of guarantee

In the event of the laboratory works failing, our clinic covers all necessary dental and laboratory costs to rectify the problem. Should you require small adjustments and repairs, a dentist will see you at our London practice. In the unlikely event that you require more extensive work, Forest & Ray will carry out the remedial work at our clinic in Budapest.

Forest & Ray is not liable for any unforeseen root canal treatment after having tooth/teeth prepared for crown & bridgework. Occasionally, teeth suffer preparation trauma during crown & bridgework treatment, resulting in a need for root canal treatment afterwards. Forest & Ray cannot accept guarantee claims for such temporary solutions.

Using temporary solutions (dentures/crowns/bridges) on a long-term basis could harm your remaining teeth or implants. Temporary dentures can cause improper loading on natural teeth, thereby destroying supporting structures (gum and bone) and causing increased tooth movement and possibly the failure of teeth. Temporary plastic crowns/bridges do not seal in the same way as the permanent ones. Due to the gap between teeth and these type of crowns, food gets stuck, causing decay and gum disease long-term. Ineffectively fixed temporary dentures and debris-collecting crowns/bridges also mean permanent irritation on implants and can cause their failure.

The Guarantee will be invalidated if:

- the patient does not return to Forest & Ray for a routine check-up at least once every six months during the guarantee period. Forest & Ray will remind the patient to attend the check-up, but the responsibility to attend is the patient's. This means that the patient must ask for a check-up whether or not Forest & Ray has tried to contact the Patient.
- a patient subsequently leaves the UK and does not undergo a check-up every six months with a dentist abroad. These check-ups must include an x-ray being taken



and you must obtain written proof (i.e. invoice/letter from your local dentist) that the check-up has been carried out. You also undertake to inform Forest & Ray in writing that you are no longer resident in the UK.

- oral hygiene is neglected
- the dentists' instructions are not followed (for example not wearing dentures/night guard during the night)
- removable restorations such as partial or full dentures are not kept and maintained properly
- the gum tissue or teeth bone is naturally reducing
- the dental appliance is accidentally or wilfully damaged by you or a third party, i.e. the damage is the result of participating in or watching sport, or caused by a car accident
- the dental appliance is stolen
- the patient is a smoker.
- the patient is a drug addict or alcoholic.
- the patient loses or gains a substantial amount of weight during a short period of time
- there is a general illness occurring that has negative effects on the dental condition and the mandible (for example diabetes, epilepsy, osteoporosis, after-condition excessive X-rays or chemotherapy)
- any other dentist has carried out any corrective or additional treatment on dental work you received at Forest & Ray
- the patient undergoes treatment on the dental or laboratory work provided by the dentist of Forest & Ray at another clinic.
- the patient does not notify Forest & Ray in writing prior to exercising their guarantee
- the patient does not follow the treatment schedule agreed and fails to keep appointments with Forest & Ray as designated by the treatment plan
- payment obligations to Forest & Ray are not fulfilled

The guarantee does not apply to, or cover the following:

- Allergies, tooth illnesses and their consequences which manifest themselves after treatment and were not apparent before Forest & Ray undertook the work.
- Damage caused by physical stress on the teeth (grinding or clenching the teeth)
- Damage caused by the intervention of individuals who are not members of the Forest & Ray team. (i.e. other dentists, technicians, hygienists)
- Temporary dentures, crowns or bridges
- Bone grafting procedures (bone block, bone augmentation, sinus lift, bone from hip)
- Tooth-whitening procedures
- Inappropriate selection of the colour and shape of the dental work by the patient i.e. colour of crowns (we provide the opportunity to choose during the preparation but we cannot take responsibility for result of the patient's decision).
- Root canal treatment (root canal treatment has a high risk factor, guarantees of success cannot be given because of the variation in anatomical differences and the large number of possible side effects)
- The guarantee does not include any travelling expenses (to, from, or within) either London or Hungary (directly or indirectly) nor does it encompass accommodation costs. It is only valid for remedial dental work. It remains strictly the responsibility of the patient to ensure they are able to travel.



Please note, that if it becomes apparent during the preparation of fixed prosthetic works (crowns, bridges, inlays, onlays, veneers) that your tooth/teeth or root canal unexpectedly (i.e. not foreseen or evident during the initial diagnosis, x-ray or consultation) require work, Forest & Ray do not take any responsibility for the requirement to have root canal treatment in these cases. Forest & Ray will offer appropriate treatment which shall be carried out at the patient's expense (i.e. complex root canal treatment, root extraction, plan for new prosthetic work and the preparation thereof).

Exercise of guarantees

The patient has to consult Forest & Ray before exercising any part of this guarantee which means that an appointment has to be booked to consult the exercise of the guarantee. In case an appointment has not been booked or has been booked for the same day when requested a £35 emergency fee has to be paid.

The guarantee services can only be completed after evaluation of the situation by the dentist who has provided the treatment. In case the dentist would not work at the Forest & Ray dental practice anymore, the guarantee work can be finished by an other dentist.

The above mentioned conditions and guarantee conditions are valid only for the clients of Forest & Ray.

Exercising the guarantee for work done in Budapest

If Budapest treatment prices were originally paid, work done under guarantee is free of charge in Budapest but will be subject to additional fees in London. The additional fees are the difference between the Budapest and London prices for the required treatment. If the need for any additional treatment arises, the treatment is to be paid by the patient at the Budapest price in force at that time.

In cases where the treatment was originally carried out in Forest & Ray's London clinic and London treatment prices were paid, guarantee work is carried out either in Budapest or London free of charge. If additional treatment is required, the cost of the treatment is to be paid by the patient at the Budapest price in force at that time.

Exercising the guarantee for work done in London

In cases where the treatment was originally carried out in Forest & Ray's London clinic and London treatment prices were paid, guarantee work is carried out either in Budapest or London free of charge. If additional treatment is required, the cost of the treatment is to be paid by the patient at the London price in force at that time.

Treatments originally carried out in Budapest falling under guarantee will only be treated in Budapest free of charge. If the guarantee is exercised and treatment in London is chosen, the original price will be subject to additional fees in London. The additional fees are the difference between the Budapest and London prices for the required treatment. If the need for any additional treatment arises, the treatment is to be paid by the patient at the London price in force at that time.