



Payment & Warranty Conditions & Precautions

PAYMENT

Payment must be made directly at the end of each operation performed.

- **In the case of dental packages where two meetings are needed to conclude the treatment (for example the “All on 4” and “All on 6” packages), the patient will have to pay 60% of the total sum in the first meeting and the rest in the second meeting.**
- **In the case of fixed ceramic prostheses (veneers, crowns), the patient will have to pay 30% of the total sum in advance, at the moment when the impression is taken, and the rest at the end, before cementing the teeth.**
- **In the case of invisible orthodontic appliances, the patient will have to pay 50% of the total sum at the moment they accept the proposed treatment, and the rest will be covered after the production of the masks.**
- **For all dental services that start and end in one session (extractions, fillings), the patient will have to pay the entire sum at the end of the session.**

We offer different payment methods, in order to meet your needs. You can pay by cash or by credit card. The sum can also be withdrawn at the ATMs in Tirana. In case you decide to pay by bank transfer, the payment will have to be made in advance. If you choose to pay by credit card through our POS, you will have to pay a transfer fee of 3% of the total amount.

WARRANTY

At the end of the treatment, a warranty form will be issued, signed by both parties, clinic, and patient. To take advantage of the warranty, the patient must strictly comply with all conditions and precautions.

- **2 years for composite fillings**
- **3 years for ceramic fillings (inlay,onlay)**
- **5 years for crowns and dental veneers (zirconia,emax)**
- **5 years for prosthesis on implants (mobile or fixed)**
- **10 years for dental implants (free support for any clinical problem)**
- Lifetime warranty for implant screws and prosthetic components from our distributors
- Lifetime support to resolve any problems even after the warranty period

Warranty for dental implants

After signing the appropriate form, the warranty can be exercised only by those who undergo both surgery and the prosthetic phase in our clinic.

All dental implants we use are certified and come with an implant passport with a single serial number. Megagen, Straumann, Schutz, Dentsply, and all the other major implant companies we work with, offer a lifetime warranty for implant screws and prosthetic components.

City Dental Clinic takes care of reinstalling at its own expense a non-osseointegrated dental implant to those patients who have scrupulously followed the indications of the maxillofacial surgeon and who have kept in contact with him for any problem during the entire period of the osseointegration. We offer 10 years of warranty for all clinical problems that implants may cause: periimplantitis, broken screws and prosthetic components, etc...

Warranty cannot be exercised if the patient damages the dental implants for reasons other than chewing, such as road accidents, work accidents, sports injuries or due to vices such as nail-biting, biting blunt objects such as pens, metals, etc...

Warranty cannot be exercised to those patients who, although suffering from bruxism, decide not to treat themselves and not to wear the protective mask recommended by the dentist.

Warranty cannot be exercised to those patients suffering from epilepsy or psychological disorders, anxiety, and panic attacks. It is quite common for these people to damage the dental implants by applying exaggerated pressure during one of their seizures.

Warranty cannot be exercised in cases that the dental implants are damaged by local pathologies that are not caused by them or that were not present in the period of dental treatment (cysts of the jaws, tumors of the oral cavity, granulomas and inflammatory processes of the teeth).

The patient cannot take advantage of the warranty if they have not taken care of their daily hygiene, if they have not followed the doctor's instruction for the maintenance for prosthesis on implants or if they had not undergone the check-up and professional cleaning scheduled every 6 months in a certified dental center. The patient must have an orthopantomography every 2 years and send it to the clinic's email address.

Warranty for prosthetic elements

Fixed or mobile prostheses on implants, crown, and dental veneers have a 5-year warranty. If the crown detaches, we will perform the re-cementation. If a crown or veneers should break, we will replace them with new ones.

Warranty cannot be exercised if the patient damages the dental crowns for reasons other than chewing, such as road accidents, work accidents, sports injuries or due to vices such as nail-biting, biting blunt objects such as pens, metals, etc...

Warranty cannot be exercised to those patients who, although suffering from bruxism, decide not to treat themselves and not to wear the protective mask recommended by the dentist.

Warranty cannot be exercised to those patients suffering from epilepsy or psychological disorders, anxiety, and panic attacks. It is quite common for these people to damage the dental crowns or veneers by applying exaggerated pressure during one of their seizures.

Warranty cannot be exercised in cases that the teeth under the crowns are damaged by local pathologies that are not caused by them or that were not present in the period of dental treatment (cysts of the jaws, tumors of the oral cavity, granulomas and inflammatory processes of the teeth).

Warranty for dental fillings

Our clinic offers 2 years of warranty for composite fillings and a 3-year warranty for "Inlay/Onlay" ceramic fillings.

Warranty cannot be exercised if the patient damages the dental fillings for reasons other than chewing, such as road accidents, work accidents, sports injuries or due to vices such as nail-biting, biting blunt objects such as pens, metals, etc...

Warranty cannot be exercised to those patients who, although suffering from bruxism, decide not to treat themselves and not to wear the protective mask recommended by the dentist.

Warranty cannot be exercised to those patients suffering from epilepsy or psychological disorders, anxiety and panic attacks. It is quite common for these people to damage the dental fillings by applying exaggerated pressure during one of their seizures.

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The warranty is not valid if the patient:

- **Does not respect the doctor's indications and does not care for their daily hygiene**
- **Does not use mobile prostheses in the proper way**
- **Does not get checked and does not get a professional cleaning every 6 months in a certified dental center**
- **Suffers from general diseases (uncontrolled diabetes, osteoporosis, chemotherapy, leukemia, etc ...) which interfere with dental treatment and which happen after the dental treatment period**
- **Suffers from local diseases which interfere with our treatments (cysts of the jaws, oral tumors, granulomas and inflammatory processes of the teeth) and which were not present in the dental treatment period**
- **Lose a lot of weight in a short time (applies to patients who will use mobile prostheses)**
- **Damages dental implants or prosthetic components due to traumatic events of various nature such as quarrels, sports injuries or accidents**
- **Suffers from bruxism and does not treat it or does not wear the guard recommended by the dentist during the night**
- **Has the habit of biting their nails or biting blunt objects such as pens, metals, etc...**
- **Suffers from psychological problems such as anxiety or panic attacks. Many time during a crisis, patients grind their teeth with exaggerated force, risking to damage prosthesis or dental implants**