



# Ever Bright Digital Dental Center

## Return & Refund Policy

*(Effective Date: 09/12/2025)*

### 1. General Policy

At Ever Bright Digital Dental Center, our goal is to deliver high-quality, patient-centered dental care. Because dental services and customized dental devices are unique to each patient, our return and refund policies differ from typical retail transactions.

### 2. Refunds for Dental Services

Dental services are professional healthcare services and **cannot be returned or refunded** once they have been provided.

However, we stand behind our work. If you experience concerns with the outcome of a treatment, please contact us within **30 days** so we may evaluate the situation and determine appropriate adjustments or remediation.

### 3. Adjustments and Treatment Modifications

We offer **reasonable adjustments at no additional charge** for the following:

- Fit or comfort concerns related to crowns, dentures, nightguards, and other prosthetic devices (within **60 days** of delivery)
- Bite or occlusion adjustments (within **45 days**)
- Clear aligner fit issues (within manufacturer guidelines)

Adjustments do **not** constitute refunds.

### 4. Refunds for Outstanding Balances

Refunds will be issued only in the following situations:

- An overpayment was made by the patient.
- An insurance carrier made payment after the patient paid upfront, resulting in a credit balance.
- Duplicate payments or clerical errors.

Refunds are processed back to the **original payment method**. Please allow **7–14 business days** for processing.

### 5. No Refunds for Custom Dental Devices

Due to their individualized nature, the following **cannot** be returned or refunded once fabrication has begun:

- Crowns, bridges, inlays/onlays
- Dentures and partials
- Implants and abutments
- Nightguards, retainers, occlusal appliances
- Clear aligners
- Custom whitening trays
- Any lab-fabricated device

## **6. Cancellation and Missed Appointment Policy**

To help us accommodate all patients:

- Please provide at least **48 hours' notice** for cancellations or rescheduling.
- Missed appointments or late cancellations may result in a **\$50–\$150** fee depending on the procedure booked.

## **7. Product Returns (Retail Items)**

Unopened, unused retail items (toothbrushes, toothpaste, whitening products, flossers, etc.) may be returned within **14 days** with proof of purchase.

Opened products or items used even once **cannot** be returned for hygienic reasons.

## **8. Warranty**

We offer a limited professional warranty for:

- Crowns, bridges (up to **2 years**)
- Dentures (up to **2 years**)
- Nightguards and retainers (up to **1 year**)

Warranty is void if:

- The patient does not follow recommended care instructions
- The patient does not maintain routine exams/cleanings
- Damage results from trauma, teeth grinding without a nightguard, or misuse

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# **Ever Bright Digital Dental Center**

## **Terms and Conditions**

*(Effective Date: 09/12/2025)*

## **1. Acceptance of Terms**

By receiving care at Ever Bright Digital Dental Center (“the Practice”), scheduling an appointment, or accessing our website or digital platform, you agree to these Terms & Conditions.

## **2. Patient Responsibilities**

Patients agree to:

- Provide accurate and complete medical and dental history
- Notify the practice of changes in health, medications, or insurance
- Follow treatment recommendations and post-operative instructions
- Pay for services rendered at the time of treatment unless other arrangements are made
- Arrive on time for appointments or notify us promptly of schedule changes

## **3. Insurance Disclaimer**

- We verify insurance as a courtesy, but **patients are responsible for understanding their coverage.**
- Insurance estimates are **not guarantees** of payment.
- Any remaining balance after insurance processes the claim is the patient’s responsibility.

## **4. Financial Policy**

- Payments are due at the time services are rendered, unless financing or payment plans have been arranged.
- Accepted payment forms: cash, credit/debit cards, HSA/FSA, third-party financing (e.g., CareCredit, Cherry—if applicable).
- Past-due balances may be subject to late fees and collection activity.

## **5. Digital Services & Communications**

By providing your email or telephone number, you consent to:

- Appointment confirmations
- Recall reminders
- Treatment or billing-related communication
- Optional promotional messages (you may opt out at any time)

## **6. Privacy and Data Protection**

We comply with HIPAA regulations to protect your personal health information. Your data will not be shared with third parties without consent except as required by law or for insurance processing.

## **7. Photography and Digital Records**

Clinical photographs, digital scans, and X-rays may be taken as part of diagnosis, treatment, and record-keeping.

Images will not be used for educational or promotional purposes **without your written consent**.

## **8. Treatment Authorization**

By undergoing treatment, you acknowledge that:

- Dentistry is not an exact science and individual results may vary
- Complications, though rare, may occur
- You have the right to ask questions and obtain clarification before consenting

## **9. Website & Online Booking Terms**

If using our online scheduling system:

- Appointment times are requests until confirmed by staff
- You may receive digital reminders via text/email
- The platform may require cookies or data storage for functionality

## **10. Limitation of Liability**

The Practice is not responsible for:

- Delays caused by insurance carriers
- Failure of patients to follow instructions
- Outcomes affected by pre-existing conditions or noncompliance

## **11. Updates to Policies**

These Terms and Policies may be updated at any time. The latest version will be posted in-office and on our website.