



## ***Patient Guarantee of Satisfaction***

Dental treatment to ensure healthy teeth and gums is an investment ... in overall health, quality of life, and the relationships and career advantages that a beautiful smile gives you.

While most investments are not guaranteed, when you choose to invest in your dental health with Shenk Dental Care, your investment does come with an assurance of satisfaction. We choose to take this uncommon approach because we want you to be totally confident in your decision to place your trust in us ... and because we believe guaranteeing our work to our patients is the right thing to do.

### **It's part of our unconditional pledge and commitment to you.**

What is that pledge/commitment?

We pledge to ...

- treat you with respect, dignity and sensitivity
- only recommend treatments and procedures that we believe are necessary
- provide you with gentle, virtually pain free care
- offer you financing options if there are times it is necessary
- maintain on-time appointments
- regularly take continuing dental education courses to insure my patients get state-of-the-art care
- see the same responsive, caring, friendly staff each time you return

It is important to understand that the long term success of our treatments *will depend upon your ongoing home dental care and regularly scheduled visits to our office for cleanings, exams and necessary X-rays.*

<p>Treatment covered by</p> <p><b>Your Shenk Dental Care Guarantee</b></p>	<p><b>Our Promise to You</b></p>	<p><b>Your Responsibility</b>  (What you need to do to keep your guarantee active.)</p>
<p><b>Dental Sealants</b></p>	<p>We will repair or replace Sealants for a period of 2 years from the placement date.</p> <p>If decay is present on the chewing surface during this period, the sealant fee will be credited towards the replacement filling</p>	<p>You must keep the prescribed regular recall appointments (minimum 6 months) for routine professional exam, X-rays and Cleaning at our office.</p>
<p><b>Crowns</b></p> <p><b>Bridges</b></p> <p><b>Onlays</b></p> <p><b>Porcelain Veneer</b></p>	<p>We will replace or repair the same type at no extra charge to you during the first 3 years.</p> <p>In years 4 and 5 the restoration will be given a 50% discount.</p>	<p>You must keep the prescribed regular recall appointments (minimum 6 months) for routine professional exam, X-rays and Cleaning at our office.</p> <p>This does not include accidents, act of God and willful damage to the prosthetics, which could affect normal healthy teeth.</p> <p>We cannot predict, if and/or when gum or nerve treatments may be required on the covered tooth. If needed, they would require additional fees.</p>
<p><b>Composite (Tooth Colored) Fillings.</b></p>	<p>If the composite restoration fails, we will replace or repair it for a period of 3 years from the placement date at no additional fee</p>	<p>You must keep the prescribed regular recall appointments (minimum 6 months) for routine professional exam, X-rays and Cleaning at our office.</p> <p>We can not predict if and/or when gum or nerve treatments may be required on the covered tooth. If needed, they would require additional fees.</p>
<p><b>Dentures and Partial Dentures</b></p>	<p>We will repair dentures and partials for a period of 2 years from the placement date, if a tooth chips, breaks or flange breaks under normal use.</p> <p>This warranty will not apply to any accidents and dropping your dentures.</p>	<p>Full upper and lower denture patients must be seen once every 12 months in our office.</p> <p>Patients with some of their own natural teeth must be seen at the prescribed recall appointments in our office (Minimum 6 months) for routine professional exam, X-rays and Cleaning.</p>

## **WHAT IS NOT COVERED BY YOUR GUARANTEE ...**

- Cash refunds for any treatment rendered.
- Failure or repairs resulting from the act of God, neglect, abuse, failure of supportive tooth or tissue structures, improper adjustments or improper dental hygiene.
- Failure to follow periodic (minimum 6 months or 3-6-9-12 months) dental visit as prescribed by our office for professional exam, X-rays and cleaning.
- Failure to complete necessary dental treatments as prescribed by our office to prevent Gum Infection and Tooth Decay, which have a tendency to spread from tooth to tooth.
- Inform our office the need to change or cancel appointments at least 48 hours prior to your scheduled appointment. Shorter notice of change or cancellations will severely limit our ability to offer another patient their most preferred time.
- Incidental or consequential damages, including inconvenience, lost wages or pain and suffering.

All regular and replacement/repair treatment will have to be rendered in our office at 4690 Woodstock Road, Suite #100, Roswell, GA 30075.

**Disclaimer:** Anything not expressly covered in this printed guarantee is not covered unless agreed to and signed by Michael W. Shenk, DDS, or Judd W. Shenk DMD