# Warranty Terms and Conditions

Johanna Dental Kft. · Version 1.0 — effective from 14 November 2026

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*This is an English translation of the Hungarian "Jótállási (garancia)feltételek". If the two versions differ, the Hungarian text prevails. In these terms, "warranty" and "guarantee" mean the same thing: our voluntary commercial guarantee (in Hungarian: jótállás) under Hungarian law. The "Warranty Terms and Conditions" and the "Guarantee Terms and Conditions" are therefore one and the same document.*

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## 1. Why we give a warranty

1.1. We work with the best materials, techniques and dentists we can, so the actual lifetime of our work typically goes far beyond the warranty period. This is not a promise: how long the work lasts also depends on your oral hygiene, on regular check-ups and on your health.

1.2. We give a voluntary commercial guarantee (*jótállás*, "the warranty") on our work, on top of our obligations under the law.

1.3. We have set our warranty periods at what we can responsibly stand behind: it is not realistic to tie a patient to one clinic for many years. Even so, our **5-year** warranty on inlays and onlays, veneers, crowns, bridges, implants and implant-supported crowns and our **3-year** warranty on fillings are among the longest warranty periods offered by dental clinics in Budapest. Final removable dentures carry a **1-year** warranty (4.1).

1.4. This document explains what the warranty covers, what we ask of you in return, and what happens if something does go wrong.

1.5. The warranty does not limit your statutory rights; it adds to them (see section 13).

## 2. Definitions

2.1. **Warranty:** a voluntary commercial guarantee (*jótállás*) under Section 6:171 of Act V of 2013 on the Hungarian Civil Code (Ptk.). These terms call it the "warranty".

2.2. **Warranted item:** a restoration or filling that appears in your treatment plan as a separate line or as part of a package price, and that is warranted under section 4. For example, one crown, one veneer or one implant. In a bridge, each unit of the bridge – the retainer crowns and the pontic (the replaced tooth) alike – is a separate item.

2.3. **Value of the item:** the amount in Hungarian forints actually paid for that item, as shown in your treatment plan and invoice (see 5.2, also for fees paid in euros). Any amount settled by a credit counts as paid. The value of an item remade, or an implant re-implanted, free of charge under the warranty is the amount paid for the original item.

2.4. **Temporary restoration:** any filling, crown, bridge, denture, abutment or implant-retained crown that the treatment plan you accepted marks as temporary or provisional. It remains temporary even if you wear it for a long time. A small (1–4 teeth) clasp-retained acrylic or flexible (Valplast) partial denture is always an interim, that is temporary, restoration (7.1 b).

2.5. **Associated treatment:** any treatment, material or service that is needed to make or replace a warranted item but is not itself a warranted item (see 5.3).

2.6. **Warranty certificate:** the document we hand you when your treatment is completed. It lists, item by item, the start and end of the warranty and the value of the item (see 11.3 and Annex 2).

2.7. **Check-up:** a dental examination, with X-rays where needed.

2.8. **Professional cleaning:** professional cleaning by a dental hygienist or a dentist (for example scaling, air-polishing, polishing).

## 3. Who gives the warranty

3.1. The warranty is given by **Johanna Dental Kft.**

- Registered office: Attila utca 105, 1039 Budapest, Hungary
- Clinic (place of treatment): Hűvösvölgyi út 52, 1021 Budapest, Hungary
- Company registration number: 01-09-287239 · Tax number: 25752704-2-41
- Phone: +36-1-701-2900 · E-mail: info@johannadental.com

3.2. The warranty covers all treatment carried out in our clinic by any dentist acting for Johanna Dental Kft. This includes visiting specialists who treat in our clinic.

## 4. What the warranty covers

4.1. We give a warranty on the following items, for the period shown:

| Treatment | Warranty |
|---|---|
| Filling in a permanent tooth: aesthetic composite filling, cervical filling and aesthetic composite restoration of a front tooth | 3 years |
| Inlay and onlay (ceramic or laboratory-made composite) | 5 years |
| Veneer (ceramic veneer and direct composite veneer) | 5 years |
| Crown | 5 years |
| Bridge, including a bonded ("Maryland") bridge | 5 years |
| Implant placed in our clinic | 5 years |
| Implant-supported crown and its abutment | 5 years |
| Implant-supported bridge, per unit | 5 years |
| Final removable denture: full dentures, metal-framed partial dentures, BioHPP, telescopic and implant-retained (Locator®) dentures, and flexible (Valplast) dentures made per jaw. A small (1–4 teeth) clasp partial is an interim restoration and is not covered (7.1 b). | 1 year |

4.2. Items made within the Excellence Programme carry the same warranty period as in 4.1.

4.3. A primary crown cemented on a tooth for a telescopic denture counts as a crown. The telescopic denture itself carries the 1-year warranty of a final removable denture (4.1); for wear parts, see 7.1 d).

4.4. **What counts as a warranty failure?** A defect of the item itself, for example:

- fracture, crack or chipping;
- debonding or loosening;
- a defect in the seal at the edge of the restoration;
- decay under or at the edge of the warranted item, subject to the limit in 8.6;
- for an implant: if it does not integrate into the bone; if it becomes so loose that it has to be removed; if it fractures; if it falls out; and if it is lost through peri-implantitis (inflammation

around the implant) – the last subject to the limit in 8.6, and if none of the exclusions in 7.2 applies. Each of these counts as an implant failure (10.7);

- for a final removable denture: a fracture of the base or an artificial tooth coming off. It is not a defect if the denture's fit becomes looser because the jaw changes (7.2); wear parts are not covered (7.1 d).

4.5. We give a warranty only on the items listed in 4.1–4.3. It does not apply to any other treatment, even if 7.1 does not name it (7.1 k).

## 5. The value the warranty covers

5.1. The warranty always relates to **the specific warranted item and its value**:

- **Filling, inlay, onlay, veneer, crown:** the filling or restoration itself.
- **Bridge:** the units of the bridge (the retainer crowns and the pontic). The value of the bridge is the sum of the values of its units.
- **Implant-supported bridge:** per unit, as for a bridge.
- **Implant:** the implant itself, including its placement. Its value is the price actually paid for the implant and its placement (one line on today's price list).
- **Implant-supported crown and abutment:** the crown itself and the abutment itself, each with its own value.
- **When an implant fails,** the warranty – free re-implantation and the credit alike – covers the implant, the abutment and, if one was made, the crown; free re-implantation also includes removing the failed implant, placing the new implant and later uncovering it (10.7).
- **Final removable denture:** the denture itself.

5.2. **The value of the item** is the price actually paid for it:

- as shown on the invoice; if the invoice shows several items together (a package price), in proportion to the item prices in the treatment plan;
- after any discount received; a discount on the whole treatment is shared among the items in proportion to their prices;
- also where someone else (for example an insurer or employer) paid on your behalf;
- for an item paid in part, the amount actually paid;
- in Hungarian forints: the basis is always the forint amount on the invoice. If the original treatment plan or invoice was in euros, the forint amount stated on the invoice at the exchange rate of the Magyar Nemzeti Bank (MNB) applies; if the invoice shows no forint amount, the forint amount at the MNB rate of the invoice's performance date. Where there are several invoices (for example a deposit and a final invoice), invoice by invoice. The exchange rate your card issuer or bank applied does not count. How the new treatment is priced is set out in 10.6;
- regardless of any later price change.

5.3. **The warranty does not cover associated treatment.** It does not pay for it, even if it was needed for the original treatment or is needed again for the replacement. This includes in particular:

- temporary restorations (temporary filling, crown, bridge, denture, healing or temporary abutment);
- digital planning and surgical guides (implant or surgical guides);
- bone grafting, membranes, lateral augmentation;
- sinus lifts, both the internal (closed) and the open procedure;
- soft-tissue grafting and gum surgery (for example a connective tissue graft);
- adjunct treatments (for example PRF, i-PRF, laser, ozone);
- X-rays and CBCT scans, examinations, laboratory tests, medication;
- uncovering an implant and removing a failed implant – except in a free re-implantation, of which they are free parts (10.7);
- a core build-up under a crown;
- any other additional procedure needed for the original treatment or for the replacement.

X-rays, CBCT scans, digital planning and other diagnostic or planning costs are not refunded and are not credited either.

## 6. The implant manufacturer's warranty

6.1. The manufacturers of the SDS and Zeramex implants we use give a lifetime warranty on the implant. **This is the manufacturer's promise, not ours, and the manufacturer makes it to the clinic, not to you.** You cannot claim it from the manufacturer yourself; we claim it on your behalf (6.3). The manufacturer gives a replacement implant (depending on the manufacturer, also the abutment), not money, and it does not pay for the treatment. In brief:

- SDS: an implant or abutment that breaks or has a material or manufacturing defect is replaced at any time; any other failure only within 12 months of placement.
- Zeramex: the implant is replaced for life, the abutment for 10 years, counted from the start of treatment.

The manufacturer sets the content and conditions of its warranty. For any other implant, your treatment plan states whether a manufacturer's warranty applies. A manufacturer's warranty usually applies only if original components are used: if non-original components are fitted at another practice, the manufacturer's warranty may end.

6.2. We attach the manufacturer's current written terms to your treatment plan. The manufacturer publishes them in English or German and addresses them to the dentist; we explain the parts that concern you.

6.3. We make the claim to the manufacturer; only the treating clinic can. Your part is to tell us about the failure promptly (9.1): the manufacturers accept a claim only within 3 months of the failure (SDS:

90 days). If we fail to file the manufacturer's claim in time, you will not be disadvantaged by it. For the claim the manufacturer needs the removed implant, its batch (LOT) number, the relevant dates, X-rays and photos, and some health information (for example smoking, teeth grinding, diabetes). We pass these on only with your prior consent, and without your name: we use a code or your initials. Without your consent the manufacturer's claim cannot be filed. How we process your data is set out in our Privacy Notice.

6.4. Within the 5-year warranty period, a replacement part or compensation that the manufacturer provides for the same failure does not reduce the free re-implantation or the credit under these terms (10.7) to your disadvantage, and the two are not added together.

6.5. **Replacing an implant after the 5-year warranty**

If an implant we placed needs to be replaced after the 5-year warranty period has ended, the conditions of the manufacturer's warranty are met, and the manufacturer provides the replacement implant to us free of charge, we place the new implant at our clinic for 50% of the current implantation fee – that is, the price of the "implant" item on the price list in force at the time of the replacement, which includes placement. In practice, we place the new implant at a 50% discount.

- The further examinations and treatments this needs – for example X-rays, CBCT, a surgical or implant guide, bone grafting and other related procedures – are paid separately.
- The abutment and the crown – if they have to be replaced – are not part of the discount: they are charged at full price according to the price list in force at the time.
- This 50% option applies for as long as the manufacturer's implant warranty lasts, that is, within the lifetime warranty the manufacturer gives.
- There is no cash refund in this case.
- The manufacturer's warranty relates to the implant itself and is given by the manufacturer, not by the clinic. What we undertake is this: if the manufacturer provides the replacement implant under its warranty, we place the new implant at our clinic for 50% of the current implantation fee.
- If you would like the procedure done at another practice, you need to agree its cost with that oral surgeon or practice. You can still ask for a copy of the medical records the manufacturer's claim needs.
- This discount is a voluntary undertaking: it does not extend the 5-year warranty, and it does not limit your statutory rights under section 13 or your rights against the manufacturer.

## 7. What the warranty does not cover

### 7.1. Treatments without a warranty

The result of the following treatments depends largely on your body's own healing and response, or they wear by nature, are temporary or need maintenance. We carry them out with care and according to professional standards, but we do not give a warranty on them.

**a) Root canal treatment and root-canal-treated teeth.** A root-canal-treated tooth can become inflamed or infected again, even after careful treatment and with good oral hygiene. Neither we nor you can fully control the causes. This covers root canal treatment, root fillings and their replacement, post-and-core build-ups, apicoectomy and internal whitening of a root-canal-treated tooth. Section 7.3 applies to a restoration on a root-canal-treated tooth.

**b) Temporary restorations**, however long they are worn. For example: temporary fillings, including long-term medicated fillings; temporary crowns and bridges (including long-term laboratory-made temporaries), temporary Maryland bridges, temporary dentures (for example temporary acrylic removable dentures), small (1–4 teeth) clasp-retained acrylic or flexible (Valplast) partial dentures, temporary abutments, immediate-load or gum-shaping temporary crowns.

**c) Other surgical procedures.** For example: extractions and wisdom-tooth removal, bone grafting, sinus lifts (internal and open), gum and soft-tissue surgery, connective tissue grafts, other tissue grafts, jawbone lesion surgery (FDOJ/NICO), ARENA regenerative surgery, crown lengthening, cyst removal, uncovering and removal of an implant (in a free re-implantation we do these free of charge, 10.7). **Implant placement is not one of them:** the implant – including its placement – carries the warranty in sections 4, 5 and 10.7.

**d) Wear parts of removable dentures**: the attachments built into the denture (for example telescopic elements, precision attachments, Locator® housings), their replaceable inserts (for example Locator® inserts) and the clasps. A Locator® abutment fixed into the implant counts as the implant's abutment (5.1, 10.7). A final removable denture carries the 1-year warranty (4.1); a temporary denture falls under b). The implants under an implant-retained denture carry the 5-year warranty in section 4.

**e) Teeth whitening** (in-clinic, at-home and internal whitening).

**f) Splints and orthodontics:** bite splints, night guards, removable retention splints, fixed retainer wires, clear aligners (Invisalign®) and their result.

**g) Hygiene and gum treatments, adjunct therapies:** professional cleaning, curettage, periodontal treatment, splinting of loose teeth, PRF, laser and ozone treatment, and other adjunct therapies and products.

**h) Children's dentistry:** fillings, root canal treatment and extraction of milk teeth, fissure sealing. A filling in a child's permanent tooth is covered by section 4.

**i) Diagnostics and planning:** examinations, X-rays and CBCT scans, laboratory tests, study models, wax-ups, mock-ups, digital planning.

**j) Work by other providers.** We give a warranty only on work done in our clinic. If we make a crown on an implant placed at another practice, the crown carries the 5-year warranty for its own defects, but the other practice's implant, its connection and its components do not. If another practice makes the crown or abutment on an implant we placed, the implant stays covered (4.4), except for a failure caused by the crown, abutment or non-original component made or fitted at the other practice.

**k) Other treatments and services** not listed in 4.1 — for example removing amalgam fillings, removing old restorations, occlusal equilibration, relining a denture, re-cementing a restoration made at another practice, and fees (for example the fee for a missed appointment).

## 7.2. Causes that exclude the warranty

The warranty also does not apply to a failure caused by any of the following:

- an accident, a blow, an injury or improper use (for example biting on hard objects);
- grinding or clenching, if you did not wear the night guard prescribed in your treatment plan;
- not following the oral-hygiene and care instructions;
- treatment by another provider on the warranted item or in its area (for emergency care, see 8.5);
- not completing the treatment plan, if the missing treatment caused the failure;
- a change in your health, an illness, medication, smoking, alcohol or drug use, if this caused the failure;
- natural gum recession or wear at the neck of the tooth (for example from brushing), where this exposes the edge of the restoration or changes its appearance;
- gum disease or bone loss that causes the loss of a bridge-retainer tooth or a filled tooth, if it was not caused by a defect of the warranted item; this does not apply to the loss of an implant, which is governed by 4.4;
- an allergy or hypersensitivity to the material of the restoration – even if a material test was done beforehand; in that case we will help you choose a suitable alternative. This exclusion does not apply to an implant's failure to integrate or its loss under 4.4;
- an unforeseeable need for root canal treatment while a filling is made or a crown or bridge is prepared, or afterwards (a recognised possible consequence of the treatment);
- a dental problem that was not visible on the X-rays, could not be foreseen when the treatment was planned, and does not originate in a defect of the warranted item;
- improper home care or a mechanical injury after treatment that damaged the treatment result (for example if brushing or another mechanical impact injures the treated area while it is healing);
- an intervention by another dental or medical provider that damaged the treatment result (for example an orthodontic appliance fitted at another practice);
- for a removable denture, a change (loosening) in fit caused by natural changes of the jawbone (the toothless ridge) and gum: this is not a defect. We correct it by relining, which is charged (7.1 k).

**It is not a defect** if the colour or shape of the restoration matches what you approved at the try-in. The colour of composite fillings and veneers changes naturally over the years; we maintain it by polishing.

**Establishing the cause.** We examine the cause of a failure at the examination and document it (a written report, photographs and, where needed, X-rays). If we rely on an exclusion having caused the failure, or on the cause having arisen after performance, it is for us to prove it (Ptk. 6:171(1)). We give you our position in writing, with reasons (9.4); on request you receive a copy of it together with the examination records. Our position is not final: you can ask for an independent expert opinion, make a complaint, and turn to the bodies listed in section 14.

## 7.3. Restorations on root-canal-treated teeth

- We do not give a warranty on the root-canal-treated tooth itself (7.1 a).
- A restoration on a root-canal-treated tooth (a filling, inlay, onlay, veneer, crown or bridge retainer crown) is covered if **the problem is with the restoration**, and it does not have to be replaced because of inflammation of the root-canal-treated tooth or another problem originating in that tooth.
- If, however, the restoration has to be removed or replaced because **the root-canal-treated tooth has become inflamed**, or another problem has developed with the tooth itself (for example re-infection, root fracture, the need for re-treatment or extraction), the warranty does not apply to the restoration in that case, and we do not credit its value either, because the underlying problem is not the restoration but the root-canal-treated tooth.
- If, however, the tooth's problem was caused by a warranty defect of the restoration under 4.4 (for example a defective seal), the underlying problem is the restoration, so the warranty applies; we examine this under the last paragraph of 7.2.
- A core build-up under a crown is associated treatment (5.3), on a vital and on a root-canal-treated tooth alike. On a vital tooth, when the crown is repaired or remade under the warranty, we repair the core build-up as needed free of charge.

## 7.4. Individual conditions in your treatment plan

If, when we plan your treatment, we learn of a health condition or risk factor (for example heavy smoking, grinding, advanced gum disease) that demonstrably affects how long a restoration will last, your treatment plan may set a shorter warranty period or an extra condition, stating the reason. This is valid only with your signature. We will not change it on our own after treatment has started.

## 7.5. Goodwill

Where the warranty does not apply to a failure (for example because of a cause listed in 7.2 or maintenance missed under 8.6), we may in individual cases, as a gesture of goodwill, help partly or fully free of charge. This is not a warranty obligation and creates no right.

## 8. What we ask of you

The warranty depends on working together. We ask the following of you. **These are conditions of the warranty, not contractual obligations:** if they are not met, only the warranty is affected, in the way set out in 8.5 and 8.6.

8.1. A **check-up** at least once a year, that is, within 12 months of your last check-up.

8.2. A **professional cleaning** every six months (within 6 months of your last cleaning), or as often as your treatment plan states. For gum disease or implants, the plan may set more frequent cleanings. Any professional cleaning by a dental hygienist or a dentist counts. If you have no natural teeth and no implants (for example you wear a full removable denture), the condition is the yearly check-up (8.1). For a removable denture, relining is not a condition of the warranty; relining is a charged service (7.1 k).

8.3. **Care for your teeth at home** as we have shown you. If your treatment plan prescribes a night guard, please wear it.

8.4. **Keep us informed.** Please tell us if your health or your medication changes significantly.

8.5. **If you do not have your check-ups at our clinic**

- You may have your check-ups and cleanings elsewhere – for example abroad or outside Budapest, where you live. Please send us the records within 60 days of the visit: the dated report, the X-rays and the invoice. If the visit itself took place on time, sending the records late does not count as a missed visit.
- In an emergency (for example pain, or re-cementing a crown that came off), another dentist may treat you, wherever you have your check-ups. This does not end the warranty. Please tell us within 60 days and send us the records of the treatment. Even if you tell us late, the warranty does not apply to a failure only if the other dentist's treatment caused it (7.2).
- Before any other treatment on the warranted item or in its area, please contact us. If you do not, the fourth bullet of 7.2 applies.

8.6. **If a visit is missed**

- A delay of up to 2 months does not affect the warranty.
- After a longer delay, for the period of the delay the warranty does not apply to failures that were caused or made worse by the missed maintenance (for example decay, gum inflammation, peri-implantitis). A failure with any other cause stays covered during that time.
- After a catch-up check-up, the warranty is fully in force again for the remaining period.

8.7. Check-ups and cleanings are charged to you according to the price list.

## 9. How to report a problem

9.1. Please report the problem within the warranty period, as soon as you can after noticing it and **no later than 2 months** after noticing it, in writing: by e-mail (info@johannadental.com), by letter, or in person at reception, where we record your report in writing. If you report it later, you do not lose your warranty claim; however, the warranty does not cover additional damage caused by the late report (for example the problem getting worse).

9.2. We will agree an examination appointment with you at our clinic in Budapest. Please bring the restoration if it has come off or is damaged, and give us all information about the problem. **The warranty examination is free of charge.** If you do not live in Budapest, we can also give a first opinion on the problem from photographs and X-rays, so you can plan your trip.

9.3. We record the examination in a written report. You receive a copy.

9.4. Within **5 working days** after the examination, we tell you in writing, with reasons:

- whether we accept the warranty claim, and if not, why not;
- which professionally suitable solutions are available, and what they are expected to cost (section 10).

9.5. We aim to complete the repair or remake within **15 working days** of agreeing the solution. If the laboratory work or healing takes longer, we agree the appointments with you.

9.6. Warranty repairs and replacements are carried out at our clinic in Budapest. The warranty does not cover travel or accommodation costs, or treatment at another practice.

## 10. What happens if the failure is covered

**Choosing the solution.** After the examination we tell you in writing which solutions are professionally suitable and what they are expected to cost. We propose a repair where the restoration can be repaired to last. If more than one suitable solution exists, you choose among them. If you do not agree with our proposal, you can ask for an independent expert opinion; your credit remains available to you in the meantime (10.6). If an implant fails, 10.7 sets the order of the solutions; the written information above and the right to ask for an independent expert opinion apply in that case too.

10.1. **Repair.** If the restoration can be repaired, we repair it free of charge. For example: re-cementing a crown, bridge or veneer that has come off, repairing a small chip, polishing, or adjusting the bite on the warranted item.

10.2. **Remaking the item.** If the restoration cannot be repaired and you choose the same solution, we remake the item free of charge – even if its price has risen in the meantime. No credit is needed in that case: a credit applies only if you choose a different treatment (10.3, 10.6). Removing a failed filling, inlay, onlay, veneer, crown or bridge is part of remaking it. Associated treatment is governed by 10.5. A failed implant is governed by 10.7.

10.3. **A different solution.** If you choose a different suitable solution instead of the failed item (for example a different restoration instead of a crown), we credit the value paid for the failed item (5.2) toward the price of the new treatment. For an implant, we credit the value of the implant, the abutment and the crown under 10.7.

10.4. **No cash refund.** We do not pay money back under this warranty. The warranty means a free repair, a free remake of the same item, for an implant a free re-implantation (10.7), or – if you choose a different treatment – a credit of the value of the failed item toward an appropriate new treatment. This does not affect your statutory rights under section 13, including the right to a free repair, a price reduction or withdrawal.

10.5. **Associated treatment.** The warranty does not pay for the associated treatment listed in 5.3 — for example a temporary restoration, a surgical guide, bone grafting or a sinus lift. These appear in your new treatment plan at the prices of the current price list. X-rays, CBCT scans, digital planning and other diagnostic or planning costs are not refunded and are not credited. All of this also applies to a free re-implantation (10.7), except that removing the failed implant, placing the new implant and uncovering it are free of charge. It does not apply, however, where you exercise your statutory liability-for-defects rights (section 13).

10.6. **How the credit works**

- A credit applies if you choose a different treatment instead of the failed item (10.3), and for an implant in the cases set out in 10.7 and 10.8. Remaking the same item is free of charge (10.2).
- We show the credit in your new treatment plan, naming the failed item and the original invoice.
- The credit is based on the forint amount under 5.2. If your treatment plan was quoted in forints, the new treatment is charged at the forint price list in force at the time. If your treatment plan was quoted in euros, the new treatment plan is priced from the euro price list, and the forint amount of the credit is converted into euros at the MNB rate of the day the new invoice is issued.
- You can use the credit within 24 months of the failure. The day of the failure is the day it is reported under 9.1.
- We remind you in writing at least 30 days before the deadline.
- If the new treatment costs less than the credit, you can use the rest for other treatment at our clinic within the same deadline.
- The credit cannot be exchanged for cash and cannot be transferred to anyone else.
- If you want no new treatment, or do not use the credit within the deadline, the credit lapses. This does not affect your statutory rights under section 13.

10.7. **If an implant fails within the warranty period**

- **Free re-implantation.** If an implant we placed falls out within the 5-year warranty period, or fails in another way under 4.4, we re-implant it free of charge. Free re-implantation includes removing the failed implant, placing the new implant and later uncovering it. In that case we also cover the cost of the implant, the abutment – if it has already been made – and – where needed

– the crown; bone grafting, a surgical or implant guide, the imaging needed for the re-implantation (X-rays, CBCT) and other associated treatment (see "What it covers" below) are, however, still charged to you. The crown is needed if the existing crown cannot, for professional reasons, be re-used on the new implant; we record this in the examination report. If the crown can be re-used, we re-use it. The new crown is in the same material category as the original; if you ask for a more expensive option, you pay the price difference.

- **Credit.** If the implant cannot be re-implanted for any reason, or you prefer another treatment, we credit the forint value actually paid for the implant, the abutment and – if one was made – the crown (5.2) toward another treatment (10.6).
- **Who decides that re-implantation is not possible?** Our treating dentist, based on the warranty examination (9.2–9.3). If, in their view, re-implantation is not possible, we tell you in writing, with the reasons (9.4), and on request we give you the examination records. If you disagree, you can ask for a second, independent expert opinion; your credit remains available in the meantime (10.6). Re-implantation does not count as impossible merely because bone grafting is needed: in that case you choose between re-implantation (with the bone grafting charged to you) and the credit.
- **What it covers.** Free re-implantation covers the implant, the abutment and – where needed – the crown, and also removing the failed implant, placing the new implant and uncovering it. The credit covers only the value paid for the implant, the abutment and – if one was made – the crown. X-rays, CBCT scans, digital planning and other diagnostic or planning costs are not refunded and are not credited. Bone grafting, a surgical guide, the imaging needed for the new treatment, a temporary restoration and other associated treatment (5.3) are charged according to the new treatment plan. For an implant-retained denture, adapting the denture to the new implant is associated treatment.
- A re-implanted implant carries the remaining part of the original warranty period, but at least 12 months (11.4). There is no second free re-implantation at the same site (10.8).
- Replacing an implant after the 5-year warranty period is governed by 6.5.

10.8. **A repeated failure**

- If the re-implanted implant fails again at the same site within the warranty period under 11.4, there is no second free re-implantation. We then decide together, after a thorough examination, on the best solution, and we credit the value paid for the original implant, abutment and crown (5.2) toward another treatment (10.6).
- Credits are not added together: for one item – including an item remade or re-implanted free of charge – we credit at most once, up to the value originally paid.

> **Example.** An implant falls out three years after placement, and you have attended every check-up. If it is professionally possible, we re-implant it free of charge: you do not pay for removing the failed implant, for the new implant and its placement, or for the abutment or – if needed – the crown. If re-implantation is not possible, or you prefer a bridge, we credit the forint value paid for the implant, the abutment and the crown toward the bridge. X-rays and CBCT needed for the new treatment, and any bone grafting, surgical guide or temporary crown needed, are charged according to the new treatment plan.

## 11. When the warranty starts and how long it lasts

11.1. The warranty starts separately for each item:

- **filling:** on the day it is placed;
- **crown, bridge (including an implant-supported bridge), veneer, inlay, onlay and implant-supported crown:** on the day of final cementation or fixing;
- **implant:** on the day of placement. This means it also covers a failure to integrate during healing;
- **final removable denture:** on the day it is handed over.

11.2. The warranty lasts **5 years** from its start date, **3 years** for a filling and **1 year** for a final removable denture.

11.3. When your treatment is completed, we give you a **warranty certificate**. For each item it shows: the tooth number, the item and its material, for an implant the manufacturer and the batch (LOT) number, the value of the item, the start and end of the warranty, the check-up and cleaning interval that applies to you, and any individual conditions (7.4). Annex 2 shows a template. The warranty exists whether or not the certificate has been handed over; if it is missing, you are not disadvantaged.

11.4. **The warranty after a repair or replacement**

- A repaired or remade item carries the remaining part of the original warranty period, but at least 12 months. This also applies to an implant re-implanted free of charge (10.7).
- If you use the credit for a different solution (10.3), the items of the new treatment carry the warranty under these terms (4.1), like any new treatment plan.

11.5. The warranty continues for items already completed after the treatment contract has been performed or has ended for any reason.

## 12. Who the warranty belongs to

The warranty belongs personally to you, the patient we treated. It cannot be transferred. For a patient who is a minor, the warranty is exercised by their legal representative.

## 13. Your statutory rights

13.1. This warranty is a voluntary promise. **It does not limit** your rights under the law. These include in particular:

- **statutory liability for defects (*kellékszavatosság*):** if the service is defective, you can first ask for repair or replacement; if that is not possible or does not succeed, a price reduction or withdrawal from the contract. As a consumer you can claim this within 2 years of performance;
- **damages** for loss caused by defective performance.

13.2. If the service was already defective at performance, exercising these rights is **free of charge for you**: we bear the cost of the repair or replacement – together with the associated treatment it needs (Ptk. 6:166) – and if repair or replacement is not possible or does not succeed, you can also ask for a price reduction or withdraw from the contract (a refund of the fee).

13.3. No condition limits our liability for harm to life, physical integrity or health.

13.4. The "no cash refund" rule (10.4 and 6.5), the limit to the value of the item (section 5), the rule on associated treatment (5.3, 10.5), the conditions of the discount in 6.5 and the exclusions (section 7) apply **only to this voluntary warranty and discount**. They do not affect your statutory rights.

13.5. You can raise a statutory claim through the same contact details as a warranty claim (9.1).

## 14. Complaints and remedies

14.1. If you disagree with our decision, you can complain orally or in writing. We answer a written complaint in writing within 30 working days at the latest. Our complaints procedure is available at the clinic.

14.2. You can also turn to the **patients' rights representative** (*betegjogi képviselő*).

14.3. As a consumer, you can turn to the **conciliation board** (*békéltető testület*) for your place of residence or stay; if you have no residence or place of stay in Hungary, to the Budapest Conciliation Board (competent for our registered office), or, at your request, to the conciliation board you name.

14.4. In a dispute we may jointly start a mediation procedure (section 9.7 of our General Terms and Conditions (GTC)).

14.5. You can also enforce your rights in court.

## 15. Governing law, language, and how these terms relate to your plan

15.1. These terms are governed by Hungarian law, in particular the Hungarian Civil Code and Act CLIV of 1997 on Health Care.

15.2. The original language of these terms is Hungarian. If we inform you in English, we also give you this English translation. If the two differ, the Hungarian text prevails.

15.3. If an individual warranty condition in your treatment plan differs from these terms, the individual condition prevails. If any provision of these terms is invalid, the rest of the warranty remains valid.

## 16. Effective date and transition

16.1. These terms are effective from **14 November 2026**.

16.2. They apply to treatment plans signed on or after that date.

16.3. Treatment under a treatment plan signed earlier – including any later warranty repair or replacement of that treatment – is covered by the warranty terms that were valid earlier, when that treatment plan was signed (in particular Appendix No. 4 of the General Terms and Conditions (GTC) effective from 1 January 2023). A new treatment plan signed after these terms take effect – including by an existing patient – is covered by these terms.

16.4. If you received your quote before these terms took effect and accept it within its validity period, the warranty terms stated when the quote was issued apply to you. If the quote stated no warranty terms, Appendix No. 4 of the General Terms and Conditions (GTC) then in force applies.

16.5. We may change these terms for the future. A change does not affect treatment plans already signed.

16.6. We keep every version. On request, we give you the version that applies to your treatment.

| Version | Effective | Change |
|---|---|---|
| 1.0 | 14 November 2026 | First stand-alone edition. Replaces Appendix No. 4 of the General Terms and Conditions (GTC). |

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## Annex 1 — Warranty: the key points (in the treatment plan, signed separately)

> These are the most important rules of the warranty. Because they may differ from what you would expect from a general warranty, we ask you to accept them separately.

1. **5-year warranty** on inlays, onlays, veneers, crowns, bridges, implants and implant-supported crowns (with the abutment); **3 years** on fillings (aesthetic and cervical fillings, composite

restoration of a front tooth); **1 year** on final removable dentures (not on a small 1–4-tooth clasp partial, which is an interim restoration).

2. **No warranty** on root-canal-treated teeth (a restoration on such a tooth is covered if the problem is with the restoration and it does not have to be replaced because of the tooth, or if the tooth's problem was caused by a defect of the restoration itself), temporary restorations (temporary crowns and temporary dentures too), bone grafting and other surgical procedures. Implant placement is not one of them: it carries the warranty.
3. **The warranty covers the value of the item.** For an implant, the implant (including its placement), the abutment and – if one was made – the crown; for a crown, the crown itself. Associated treatment (for example temporaries, surgical guides, bone grafting, sinus lifts) is not included; removing the failed implant, placing the new implant and uncovering it are, however, part of the free re-implantation. X-rays, CBCT scans, digital planning and other diagnostic or planning costs are not refunded and are not credited.
4. **No cash refund under this warranty:** we repair the failed item or remake the same item free of charge, re-implant a failed implant free of charge, or – if you choose a different treatment – credit the value of the failed item toward an appropriate new treatment. If the work was already defective when it was made, the law also gives you a free repair or replacement, or a price reduction or withdrawal (section 13).
5. **Condition:** a check-up every year and a professional cleaning every six months (or as your plan states). A delay of up to 2 months is allowed; for the period of a longer delay, the warranty does not cover failures caused by the missed maintenance. For a removable denture, relining is not a condition.
6. **Reporting:** as soon as you can, and no later than 2 months after you notice the problem, in writing. If you report late, the warranty does not cover the additional damage caused by the delay.
7. **The credit** (if you choose a different treatment, or for an implant in the cases in point 9) is based on the forint amount on the invoice (for a euro invoice, the forint amount stated on it at the MNB rate, or failing that the amount at the MNB rate of the performance date; invoice by invoice; your bank's rate does not count). For a plan quoted in forints the new treatment is charged at the forint prices in force at the time; for a plan quoted in euros, at the euro price list, with the credit converted into euros at the MNB rate of the day of the new invoice. The credit can be used within 24 months of the day the failure is reported. It cannot be exchanged for cash or transferred. If you want no new treatment, the credit lapses.
8. **Remaking the same item is free of charge**, even if its price has risen in the meantime; associated treatment is charged to you. If you choose a different treatment, the credit under point 7 applies.
9. **If an implant falls out or fails within 5 years:** we re-implant it free of charge – removal, placement and uncovering included – and also cover the cost of the implant, the abutment (if already made) and – where needed – the crown (the crown in the same material category as the original; for a more expensive option you pay the price difference). Bone grafting, surgical guides and the imaging needed for the re-implantation are charged separately. If re-

implantation is not possible (our treating dentist tells you so in writing, with reasons; you can ask for a second opinion), or you choose another treatment, we credit the forint value paid for the implant, the abutment and the crown toward another treatment. If only bone grafting is needed, you choose between re-implantation and the credit. A re-implanted implant carries the remaining warranty period, but at least 12 months; there is no second free re-implantation; if it fails again within that period, the value originally paid is credited.

10. **On a root-canal-treated tooth,** if the restoration has to be removed or replaced because the tooth has become inflamed or another problem has developed with the tooth itself, the restoration is not covered and its value is not credited – unless the tooth's problem was caused by a defect of the restoration itself.
11. **Examination and repair** take place at our clinic in Budapest; travel and accommodation costs are not covered.
12. **If you do not have your check-ups at our clinic** (abroad or outside Budapest): send the check-up records within 60 days. After emergency care by another dentist – wherever you have your check-ups – tell us within 60 days.
13. **After 5 years, for an implant we placed:** if an implant needs to be replaced, the conditions of the manufacturer's warranty are met and the manufacturer provides the replacement implant free of charge, we place the new implant at our clinic for 50% of the current price of the "implant" item on the price list (placement included), while the manufacturer's warranty lasts; the manufacturer's warranty is the manufacturer's, not ours; the abutment and the crown at full price, and further examinations and treatments (for example X-rays, CBCT, a surgical guide, bone grafting), are paid separately; there is no cash refund (6.5).
14. The warranty **does not affect your statutory rights**.

I have received the full Warranty Terms and Conditions (version 1.0). I have understood and accept the points above.

Date: …… Signature: ……

## Annex 2 — Warranty certificate (template)

| Field | Content |
|---|---|
| Patient | name, date of birth |
| Treatment plan | number, date signed, version of the terms that applies (e.g. 1.0) |

| Field | Content |
|---|---|
| Per item | tooth number · item (e.g. e.max crown, SDS implant) · material · for an implant: manufacturer and batch (LOT) number · value paid for the item in forints (for a euro invoice, the forint amount stated on it at the MNB rate; failing that, calculated at the MNB rate of the performance date) · invoice number · warranty start · warranty end (5 years; 3 years for a filling; 1 year for a final removable denture) |
| Check-ups and cleaning | the interval that applies to you (e.g. check-up yearly, cleaning every 4 months) |
| Individual conditions | e.g. prescribed night guard; shorter warranty period and its reason (7.4) |
| Issued by | name, date, on behalf of Johanna Dental Kft. |