



SCAN &  
Smile™  
SERVICE

## TERMS AND CONDITIONS

**TRI**  
DENTAL IMPLANTS

By using Scan and Smile Services from TRI Dental Implant, you agree to the following terms:

- 1. Service Standards and Considerations:** TRI upholds high standards to meet and exceed expectations; however, due to the complex nature of our work, challenges may arise in some cases:
- 2. Design time and Prosthetic delivery Delays:** Although we make every effort to fulfill our commitments and deliver on time, there may be occasional delays due to the complexities or unique challenges of certain cases. Please note that TRI cannot guarantee specific design timelines.
- 3. Design Anatomy:** The anatomical accuracy and custom design of your prosthetic are shaped by the unique occlusion and anatomy of each patient, which varies with every case. Please note while we make every effort to provide the best design, TRI cannot guarantee the anatomical details of the design.
- 4. Revision Fees:** Our goal is to ensure that both you and your patient are satisfied with the final design. We offer up to two revisions or adjustments at no additional cost. Any further modifications will be considered as a Redesign and will incur a fee.
- 5. Redesign Fee:** Redesign refers to creating an entirely new design from scratch or when revisions exceed two iterations. The Redesign fee is 100% of the original design fee.
- 6. Prosthetic Outcomes (Occlusion and Fit):** The occlusion accuracy and fit of your prosthetic are determined by the unique occlusion and anatomy of each patient, which varies with every case. Please note while we make every effort to provide the best occlusion and fit, TRI cannot guarantee the occlusion and fit of the prosthetic.
- 7. Cost and Service Variations:** TRI reserves the right to modify fees and services at any time without advance notification.
- 8. Reference to Separate Document for Pricing, Turnaround Times, and Cut-off Times:**

You acknowledge that the prices for services, along with the applicable turnaround times and cut-off times, are outlined in a separate document, which is available upon request. By using Scan and Smile Services, you agree to be bound by the details specified in this document. TRI reserves the right to modify these details at any time, and any changes will be reflected in the separate document.
- 9. 3D Printing Issues (e.g., Resin, Curing):** TRI is not responsible for any failures related to 3D printing, including but not limited to issues such as print failures, excess resin, washing, or curing problems.
- 10. Shade Preferences:** Selection of shade colors for prosthetics is determined based on your preferences. TRI is not responsible for color mismatches or dissatisfaction with the shade.
- 11. Scope of Services:** All Scan and Smile services are exclusively tailored for jobs involving TRI matrix implants; we will not accept or undertake any work that does not include TRI matrix components.
- 12. Information Requirement:** All necessary information (scans, images, patient details) must be provided at booking or as requested. Incomplete submissions will prevent the case from proceeding.
- 13. Scan & Smile Full Arch Design Service:** Scheduling: Requires a minimum of 48 hours advance booking through Scan and Smile Services portal.
- 14. Cancellation Policy**
  - Design request cancellation:** If you cancel your appointment at least 48 hours before the scheduled time, you will receive full credit for future use. Cancellations made less than 48 hours in advance will be charged a full-service fee. For initial (pre-surgical) design requests, the credit amount will depend on the status of the pre-design. If the pre-design is incomplete, you will receive full credit. If you cancel your appointment after receiving the pre-design, only 50% of the design fee will be credited for future use.
  - Final restoration cancellation policy:** If you cancel your final restoration request within the first 24 hours of your request-submission, you will receive full credit for future use. If you cancel after 24 hours of your request-submission you will be charged full-service fee.
- 15. Credit Card Authorization and Consent:** By using Scan and Smile Services, you consent to the processing of your credit card information for payment purposes. You authorize TRI Dental Implant to charge your credit card for all agreed-upon services, including any applicable fees, taxes, or additional charges. TRI reserves the right to verify the credit card information you provide to ensure payment authorization.
- 16. Warranty:** The partner laboratory offers a 10-year warranty on prosthetics produced by them. If any defects are found within this period, the lab will repair or replace the defective prosthetic at no extra cost, provided the defect is not caused by improper use, handling, or storage by you or your patients. Please note that this warranty does not cover issues related to shade, design, gum recession, or anatomical function, and no cash refunds will be provided.

By proceeding, you confirm your acceptance of these terms.

[www.tri.swiss](http://www.tri.swiss)