

## **Payment and Refund Policy**

### **1. FULL PAYMENT**

It is a requirement that Tongarra Road Family Dental is paid in full on the day of treatment. Payments can be made via EFTPOS, Cash, Direct Debit (in approved cases only), Cheque or by one of our 3<sup>rd</sup> party payment plan providers. It is your responsibility to obtain the cost of the treatment prior to your allocated appointment and furthermore, to obtain any necessary 'pre-approval' of required funding from 3<sup>rd</sup> party payment plan providers. Your treatment is only completed once full payment is received.

#### **- HEALTHFUND MEMBERS**

It is the patient's responsibility to ensure they have their healthfund card present at the time payment is required. The card must be in-date/valid and in good working order. If you fail to bring your card to your visit, you will be asked to pay in full and you will be responsible for claiming the benefit back from your healthfund provider; 'Gap free' privileges may be forfeited at the discretion of the acting manager/receptionist.

#### **- HEALTHFUND QUOTES**

Additionally, it is also your responsibility to quote all treatment through your healthfund despite our staff providing you with an estimate. These estimates/quotes are sometimes inaccurate due to fund limits and other unforeseen circumstances.

### **2. REFUND POLICY**

Due to the nature of dental treatment, we do not provide change of mind refund for treatment that is already provided however, all corrective treatment, if required, is provided at zero cost.

- All deposits paid become non-refundable once treatment has started so, please take your time and discuss everything appropriately with your dentist.

### **3. REFUND ELIGIBILITY**

In extreme cases, where an agreement cannot be met, you may be eligible for a refund at the treating dentist's discretion. This refund will be for 'out-of-pocket' expenses, paid in full and on-time, ONLY.

The refund will be issued to you via bank transfer only, you are responsible to provide us with the correct bank details you wish the funds to be refunded into.

Finally, giving consent for treatment will be considered as acceptance of all our policies. At Tongarra Road Family Dental we exist to personally care for our patients and we strive to achieve excellence for all our patients.

