



At **Medicross Dental and Orthodontics Limited**, we strive to provide a seamless and outstanding customer care experience. We value your cooperation in promptly settling the payment for the dental care services we provide. Your timely payment ensures that we can continue fulfilling our responsibilities as an employer and business, supporting individuals in their dental health needs.

Please note our terms and conditions:

1. Your rights as a healthcare consumer are protected under The Code of Health and Disability Consumers' Rights 1996. At Medicross Dental and Orthodontics Limited, we fully support these rights. If you have any concerns regarding the treatment or costs, please reach out to us immediately for clarification.
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3. Estimated costs and treatment may be subject to change due to clinical issues which may arise during the course of treatment. You will be advised of any changes to the treatment plan or costs before proceeding to the next stage.
4. Payments are accepted in the form of cash, EFTPOS, Visa, MasterCard, Southern Cross, and Q card.
5. Unless otherwise agreed upon, we request payment for completed services immediately after each appointment.
6. If you have any financial constraints regarding the costs of your treatment, please inform us before your treatment begins. Your dentist can then discuss the available options with you.
7. We can assist with providing a WINZ quote for your dental care, which includes any consultation fees, provided you meet the eligibility criteria. However, please note that if WINZ rejects your claim, you will be responsible for the full payment. Please inform our team when scheduling your appointment if this applies to you.
8. Any costs incurred to recover outstanding payments will be fully invoiced to you.
9. Medicross Dental and Orthodontics Limited retain the right to discontinue your care or withhold specialized dental services such as orthodontics, crowns, bridges, dentures, mouth guards, or whitening trays if you have outstanding payments. Please note that any interruption in your care does not affect our obligation to recover any outstanding payment from you.
10. Medicross Dental and Orthodontics Limited is committed to upholding the Consumer Guarantees Act of 1993.
11. You are not entitled to any credit or refund in the event of any failing of care provided due to your negligence or clinical risks explained to you in advance of the dental care, to which you have given your complete consent.
12. Changes to our Terms of Service may occur. We will inform you of these changes through notices displayed in our reception area and on our website. If you proceed with treatment after seeing such a notice, you will be considered as having accepted the amended Terms of Service.

We take pride in providing excellent service, but if you have any concerns or are dissatisfied for any reason, please contact the Practice Manager (06 757 3600) or email us at reception@medicrossdental.co.nz

We strive to acknowledge receipt of complaints within 5 days and aim to resolve any issues or complaints within 15 days.