



Terms of Trade

Simply Dental

New Zealand

Limited

Simply Dental (or “we”) aims to provide an efficient and high quality customer care experience in the most professional manner possible. Your cooperation with payment of dental care provided as per agreed is much appreciated and ensures we can continue to support people with their dental health needs and meet our obligations as an employer and business.

Please read our terms and conditions carefully, thank you.

1. Your rights as a health care consumer are covered by The Code of Health and Disability Consumers’ Rights 1996. Simply Dental is in full support of these rights. If you have any concerns related to the scope of the treatment or costs, please contact us immediately for clarification.
2. Quotes include GST unless otherwise stated and are valid for 30 days from the date of a written cost estimate
3. Cost estimates can vary due to unexpected or unforeseen clinical conditions during care provision. However, you will be advised of changes to your care plan along with full costs before proceeding to the next stage.
4. Payments are accepted in the form of cash, EFTPOS, Visa, MasterCard, American Express, Barter Card (conditions apply) and Q card. We may have more options from time to time.
5. Depending on the nature of your care, we reserve the right to request full or part advance payment after which the care plan will commence. If no advance is requested prior to the treatment, all services will be paid for immediately following the appointment, unless otherwise agreed to.
6. If you think you will not be able to honour your financial commitments towards your dental care, please discuss with us prior to the commencement of your treatment and we will advise you accordingly.
7. Any cancellations made within 24 hours of your scheduled appointment or failure to attend your scheduled appointment will incur a minimum ‘late cancellation fee’ of \$75. Depending on the care planned and time commitment required/booked, the ‘late cancellation fee’ can be higher, but not exceeding \$300 for a single appointment
8. Simply Dental can provide you with a WINZ quote for your dental care, subject to eligibility and inclusive of any and all consultation fees. If WINZ declines your claim, responsibility of full payment lies with you. Please advise our reception accordingly on scheduling of your appointment.
9. We reserve the right to apply an administration fee of \$25 for any balance outstanding after 15 days of treatment. For balances outstanding for more than 30 days, we reserve the right to apply a \$50 late payment fee, in addition to the administration fee of \$25.



10. Any care plan undertaken with a phased payment plan must adhere to terms explicitly agreed between you and Simply Dental. Any dilution in following the agreement by you will lead to normal account recovery procedures along with relevant administration fees and delayed payment fees, if applicable.
11. If you have not met your payment commitment for more than 45 days, we reserve the right to use the services of a debt collection agency or adopt any other legal mechanism to obtain our payments. You are advised that such actions from our end might adversely affect your credit rating in future.
12. Any costs incurred to recover outstanding payments will be fully invoiced to you.
13. You give us an irrevocable and non-exclusive right to collect, retain, share and use your information for the purpose of assessing your creditworthiness or for obtaining payments from you, against money owed to Simply Dental. You also give us an irrevocable and non-exclusive right to obtain information about you from other private or government agencies in relation to dental care services provided for you, by Simply Dental.
14. Simply Dental reserves the right to stop your care, or withhold customised dental goods like crowns, bridges, dentures, mouth guards or whitening trays, where payments are outstanding. Any care stopped by Simply Dental will not affect our right to collect any outstanding payment from you.
15. Simply Dental is bound by and will adhere to the Consumer Guarantees Act, 1993
16. 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.
17. Variations to the Terms of Service may occur. Simply Dental will notify you by way of notice in our reception area and website. If you agree to treatment after such a notice has been displayed, you will be regarded as having accepted the variation of our Terms of Service.

Payment Options

Payment per Appointment

Payment at each appointment via Eftpos,
Cash, or Credit Card

Direct Debit (interest free)

Treatment over \$200
10% Deposit required
Interest free over 90 to 120-day period as
agreed
Existing clients only
Administration charge of \$25 applies

Q Card

12 Months Interest Free on
Care plans over \$300
Application and approval required prior to
commencement of care