



REFUND & RETURN POLICY

At Viva Dentistry, we are committed to providing high-quality dental care and services. Please note the following in relation to refunds and returns:

1. Professional Services

- Fees paid for professional dental services (consultations, treatments, procedures) are for the time, expertise, and resources provided and are **non-refundable** once the service has been delivered.
- If you have concerns about the outcome of a treatment, please contact us directly. We will review your case and, where appropriate, offer reasonable follow-up care or alternative solutions.

2. Products

- Unused, unopened retail products (e.g., oral care items) may be returned within 14 days of purchase with proof of purchase, provided the packaging is intact.
- For hygiene and safety reasons, opened or used products cannot be returned unless they are faulty.

3. Treatment Plans

- Prepaid treatment packages may be eligible for a pro-rata refund if you choose not to complete the full course of treatment.
- Refunds will exclude services already rendered.

4. Consumer Rights

- This policy does not override your rights under the **Australian Consumer Law (ACL)**. If a service or product is defective or not delivered as promised, you may be entitled to a remedy under the ACL.

For any questions, during business hours please contact:

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