SMILE AGAIN ORLANDO

Apopka, Florida

OUR PROMISE TO YOU

Limited Lifetime Warranty

Your zirconia teeth, covered under the manufacturer's lifetime warranty — facilitated by SmileAgain Orlando.

What we stand behind

Every full-arch case we complete is built on a simple promise: it should last. The Limited Lifetime Warranty puts that promise in writing. If the zirconia teeth we place ever crack or fracture under normal use, you're eligible for a repair or replacement, through the manufacturer's lifetime warranty, at no cost to you.

This document explains exactly what is covered, what is not, and what we ask of you in return. We have written it in plain language on purpose. You should not need a lawyer to understand what your warranty does.

Your coverage at a glance

Coverage summary	
Type of warranty	**Lifetime**
Applies to	**Full-arch zirconia**
What is covered	**Cracks & fractures**
Deductible or service fee	**None**
Limit on number of covered repairs	**None**
Requires ongoing care at SmileAgain Orlando	**Yes**
Covers implant integration	**No**
Covers normal wear and tear	**No**

Coverage begins on the date your final prosthesis is delivered and continues for as long as you remain an active patient of SmileAgain Orlando in good standing.

What is covered

If your zirconia arch cracks or fractures during normal use, you're eligible for a repair or replacement at no charge under the manufacturer's lifetime warranty. This includes:

- Cracks or fractures in the zirconia arch itself
- Fracture of individual teeth within the arch
- Debonding of the zirconia from the titanium substructure, if one is used in your treatment
- The full cost of laboratory fabrication for a replacement arch
- All appointments required to fit and deliver the repair or replacement

What is not covered

This is a manufacturer's warranty for the zirconia arch. It does not cover the following:

- **Normal wear and tear** — including surface staining, gradual polish loss, and minor changes in fit over time.
- **Accident, injury, or misuse** — including damage from a fall or impact, using teeth as tools, or chewing ice, hard candy, popcorn kernels, bones, or non-food items.
- **Implant integration** — how the implants themselves fuse with your bone is a biological process influenced by your health, healing, and habits. It is addressed through your treatment plan, not this warranty.
- **A new prosthesis required by failed or ailing implants** — if an implant fails, becomes mobile, or develops disease requiring it to be treated, removed, or replaced, the cost of a new prosthesis is not covered, even if the existing arch is undamaged.
- **Work performed elsewhere** — any adjustment, repair, or modification made to your prosthesis by a provider outside SmileAgain Orlando voids coverage on that arch.
- **Damage related to tobacco, marijuana, or vaping** — fractures resulting from bone loss or implant instability associated with the use of tobacco, marijuana, or vaping.
- **Single implants, individual crowns, and partial bridges** — this warranty applies to full-arch zirconia prostheses only.
- **Additional implant placement** — the cost of placing additional implants is not covered, including in cases where additional implants were recommended as necessary for a functional prosthesis and were declined. If further implants are determined to be required at any point, their placement is a separate cost.
- **Tissue changes** — changes in the fit of the underside of the prosthesis caused by loss of gum or bone tissue. Tissue change is a normal biological process and is not a defect in the construction of the prosthesis.
- **Damage arising from unmet conditions** — see the requirements below.

Keeping your warranty active

A lifetime warranty is a partnership between you, the manufacturer, and our practice. We help you get the most out of it; you help keep it active. Coverage remains in force as long as you meet all four of the following:

1 **Keep your recall visits**
Attend hygiene and follow-up appointments at SmileAgain Orlando at least every six months. These visits are how we catch small problems before they become fractures. Any lapse in recall voids this warranty.

2 **Wear your nightguard as prescribed**
Clenching and grinding are the leading causes of zirconia fracture. If a nightguard has been prescribed for you, wearing it nightly is required for coverage.

3 **Follow your care instructions**
Follow the post-operative and daily home-care instructions provided by your care team, including cleaning protocol and dietary guidance.

4 **Keep up with clenching and grinding treatment**
If you clench or grind your teeth, neuromodulator treatment (such as Botox or Xeomin) every 3 to 6 months, as recommended by Dr. Gundian, is required for coverage.

How to make a claim

Call us at (407) 768-2483. There is no form to complete and no approval process to wait on. We will schedule you for an evaluation and confirm whether the damage is covered under the manufacturer's lifetime warranty. If it is covered, you will not be billed for the repair or replacement.

Questions patients ask

Is there really no deductible?

No. Under the manufacturer's lifetime warranty, there is no deductible, no service fee, and no cap on the number of covered repairs. If it is covered, it is free.

What if I move away?

Coverage requires ongoing care at SmileAgain Orlando. If you relocate beyond a reasonable distance, speak with us before you go — we will discuss your options directly.

Does smoking, vaping, or marijuana use affect my coverage?

Tobacco, marijuana, and vape use can affect how your implants heal and how the bone supporting them holds up over time. The manufacturer's Limited Lifetime Warranty covers the zirconia arch against cracks and fractures. A fracture that traces back to bone loss associated with any of these is not covered. Your care team will discuss how these habits may affect your result during your consultation.

Does this cover the implants themselves?

No. This warranty covers the zirconia arch. Your implants and their integration are discussed separately as part of your treatment plan.

Questions about your coverage?

We would rather you ask now than wonder later. Call us at **(407) 768-2483**, or bring this page to your next visit and your care team will walk through any part of it with you.

This document summarizes the Limited Lifetime Warranty provided by the manufacturer and facilitated by SmileAgain Orlando for patients receiving full-arch zirconia treatment on or after September 1, 2026. It is provided for information only. Complete warranty terms are included with your treatment agreement. SmileAgain Orlando may modify these terms for future cases; changes do not affect warranties already in force.

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