

# Terms and Conditions for Legal Support Services

## 1. Scope of Service

1.1 The Dental Legal Support Service is exclusively available to Dent-Ez customers who opt for the service as an add-on to their dental treatment plan.

1.2 The service includes:

- Provision of dental legal support and general guidance to Dent-Ez customers.
- Assistance with handling complaints related to your treatment-related concerns.
- Support in understanding rights and available resources for resolving dental treatment issues.

## 2. Nature of Support

2.1 The support provided is informational and meant to assist customers in navigating dental legal concerns. Our specialist, Vanessa, will offer guidance on how to proceed in case of dental complications.

2.2 Vanessa's role is limited to guidance and resource identification. She does not provide specific legal advice or representation. For formal legal representation, customers should consult a licensed attorney, solicitor or barrister.

## 3. Service Limitations

3.1 The Dental Legal Support Service does not include:

- Direct legal advice or opinions on specific legal cases.
- Representation in court or before any legal or regulatory bodies.
- Formal drafting of legal documents or pleadings.
- Communication with law firms or legal representatives.

3.2 Dent-Ez and its representatives will not be responsible for the outcome of any legal matters initiated by the customer.

## 4. Confidentiality

4.1 All discussions between the customer and Dent-Ez's support specialist are confidential. However, this service does not create an attorney-client relationship.

4.2 Customer information will only be shared with third parties as necessary and with the customer's consent or as required by law.

## 5. Payment and Refund Policy

5.1 The Dental Legal Support Service is provided for a one-time fee of £27.99, which is added to the customer's payment plan. The fee covers handling the first complaint related to dental treatment issues.

5.2 This fee is non-refundable, regardless of the customer's decision to proceed with any legal action or the outcome of any legal proceedings.

5.3 Following the resolution of the initial complaint or provision of initial support, any further legal guidance and support requested will incur separate charges. The fees for such subsequent support will be determined based on the nature and complexity of the additional services required. Dent - Ez customers will be notified of these fees in advance, and services will only proceed upon client approval.

## **6. Liability**

6.1 Dent-Ez and its representatives are not liable for any decisions or actions taken by the customer as a result of the support provided.

6.2 Customers acknowledge that the support provided is general guidance only and should not substitute for independent legal advice.

## **7. Amendments**

Dent-Ez reserves the right to amend these Terms and Conditions at any time, with updates communicated to customers through our website or other official channels.