

## Refund Policy

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Because our payment policy includes collecting co-payments at the time of service or pre-collecting on major procedures, the instance may arise in which your account will have a credit balance.

The following refund policy applies to accounts which show current account credit after collection of insurance and co-payments:

1. The account will be reconciled to make sure all credit/debit entries are correct and accurate. PPO insurance write-offs will be verified and double checked.
2. The patient will be notified via phone or in person at their next appointment that there is an account credit.
3. The patient will be given the choice of leaving the credit to be used toward future work in their treatment plan or for upcoming appointments or may request a refund.
4. Once a patient chooses a refund, it may take up to 7 business days to complete the refund process, but every effort will be made to refund the patient as soon as possible.

**Patients who would like their credit refunded will be refunded by paper check within 7 business days of the request. This refund check can be picked up in person or can be mailed to the patient.**

There will be a full refund issued for any services that were paid for, but not rendered. Blue Sage Dental will not charge your Care Credit account prior to the start of treatment.

Blue Sage Dental will respond to any inquiries from credit card providers, or Care Credit regarding consumer complaints within 21 days of the date of inquiry. Every effort will be made to successfully comply with requests.