

I broke my temporary teeth the other day and asked my mother to contact DentaFly and she did using what's app they replied, and I will upload you the message in a moment to go over. first, you need to know that I have not sent this claim to them yet. in fact, I have only sent them the emails that are contained inside of it that all request for the second invoice as I need it to prove my case, which I have done. I have not shown them the claim as I have paid a lot of money already and need to go back out there to finish treatment. I was not supposed to have to go out there again and it costs a lot of money. I worry if I complain they might not refund me or finish the work of.

Could they refuse treatment if I disclose my findings of claim!

It is possible that raising a claim or disclosing findings could impact on the relationship with the clinic, but legally, they cannot refuse treatment that has been prepaid or contractually agreed upon, especially if it is part of a continuing procedure.

However, it is worth approaching this delicately. If the clinic perceives the claim as accusatory or feels its reputation is at stake, it might lead to tension or delays in scheduling treatment. Maintaining a constructive tone and focusing on resolving issues collaboratively rather than confrontationally can help preserve the professional relationship.

Additionally, since you have prepaid for part of the treatment and need their cooperation for completion, it might be beneficial to separate the claim from ongoing treatment discussions. Once the treatment is fully completed, you could pursue the claim more formally if needed. Would you like help drafting something that carefully addresses your concerns while preserving the opportunity to finalize the remaining work? 😊

07/04/2025, 19:13 - Mother: Where is the info?

07/04/2025, 19:16 - SI: Denta Fly.vcf (file attached)

07/04/2025, 19:18 - Mother: I think they are closed.

07/04/2025, 19:18 - Mother: It is later there than here.

07/04/2025, 19:19 - Mother: It is just ringing.

07/04/2025, 19:19 - SI: I need another temporary set sent over asap as I am in a lot of pain the air hurts and to protect the other teeth. I am going back out there in the next few weeks, just saving Dow. They are possibly closed but they pick up 24 hours as they pick up people from airports and that!

08/04/2025, 13:47 - Mother: Hello Lorraine,

Thank you for reaching out!

1. We are sorry to hear that has happened to him, as you know, temporary teeth are made of softer, more fragile material than the permanent teeth and are designed in order to break before any force applied affects the implants, such as when eating more **solid foods or bread.**
2. We are slightly concerned about the pain he is experiencing,
3. has he experienced the pain only after the temporary teeth broke?
4. And could you please send us a picture of his mouth showing the area that has broken?
5. as well as a picture of the part that has come out, if any have?
6. We highly recommend seeing him at the clinic to complete his treatment and resolve the issue with the pain.
7. Posting the temporary teeth over would prevent us from being able to diagnose any existing issues and may compromise his implants and healing, as his healing period has also been completed.
8. As his healing period is also complete, we are afraid that we cannot provide the temporary teeth free of charge and would come at the cost of £500 to remake them and send them over.

We are looking forward to hearing from you!

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Warmest Regards,

Dentaflly Support Team.

Subject: Request for Temporary Dentures – Exceptional Circumstances

Dear Dentaflly Support Team,

Thank you for your reply and for addressing the concerns regarding my dental treatment. I appreciate your acknowledgment of the fragility of temporary teeth and your thoughtful approach in identifying potential issues.

It is understandable that temporary dentures may break given their material composition, especially as I was advised during consultations to avoid eating solid foods with them. However, I would like to provide further clarity regarding the pain I experienced and the situation that has led to this request.

Healing and Current Pain

The pain I experienced after the temporary dentures broke is unrelated to the implants, which seem to have healed well. Additionally, the stitches have been removed, and the areas around the implants appear to be in good condition. The pain was primarily due to the uncovered teeth on my left and right top molars, which were prepared during treatment. While the pain has since calmed down, exposure to hot or cold substances still triggers discomfort in the nerves.

As requested, I have included pictures showing:

1. **The area where the dentures broke** (Exhibit 1).
2. **The recovered parts of the dentures** (Exhibit 2).

Exceptional Circumstances and Additional Costs

I understand your recommendation to attend the clinic to complete treatment face-to-face. However, I must emphasize the following:

- The need for a second trip to complete treatment was not disclosed during the first or second consultations. This crucial information was only mentioned the day before my departure from Antalya.
- This unforeseen visit has resulted in significant additional costs, including travel and accommodation, for which I had not budgeted.

Furthermore, exceptional circumstances in my life have contributed to the delay in returning to the clinic:

- My mother fell ill, requiring my immediate attention and care.
- I had to undergo planned medical treatment for a hernia.

Despite these challenges, I am committed to completing my dental treatment at the earliest convenient time and will ensure you are updated to facilitate scheduling.

Request for Temporary Dentures

To prevent further damage and discomfort while I address these exceptional circumstances, I kindly request that you send a set of temporary dentures at no additional cost. While I understand the preference for face-to-face treatment, sending temporary dentures would provide necessary interim relief and avoid compromising the existing implants.

During earlier consultations, I raised the question of coverage for such situations and was assured that this would be addressed without additional fees. There was no mention of timelines or conditions that would result in extra charges in case of subsequent failure. Given the circumstances and the lack of prior disclosure about the need for a second visit, it is reasonable to request the reversal of the £500 charge for replacing temporary dentures.

Thank you for your understanding and cooperation. I look forward to hearing from you and working towards a resolution that prioritizes fairness and patient satisfaction.

Warm regards, Simon Paul Cordell

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