

Payment Policy

In all cases, iSmile, patients agree to the following payment policies:

Payment in full of the estimated patient portion of the fees is due before but not later than when services are rendered.

For comprehensive treatment plans requiring multiple office visits, iSmile, requires a minimum deposit of 60% of the total estimated patient portion of the fees at the start of treatment (for instances, but not limited to: Crowns, Veneers, Bridges, Implants, Extractions, Root Canals, Deep Cleaning, Halitosis, Sleep Apnea, Clear Aligners, Partials and Dentures).

Patients are always responsible for amounts not covered by insurance, regardless of whether the original estimate included an expected insurance benefit, unless prohibited by law, or unless iSmile has a contractual agreement with the office. As the policy holder and patient.

Patients may, at their discretion, elect to pay in full, in advance for comprehensive treatment plans. Refunds for unused credit balances will be issued pursuant to iSmile, refund policy as stipulated in this document below.

Refund Policy

iSmile, will refund any amount paid for treatment that you did not receive, except when iSmile, policy for Interrupted Services, set forth in this document, applies.

All Refunds will be processed back to the original form of payment, except cash payments will be refunded by check.

How to Request a Refund

Contact the office and request a refund. Email refund request to:

Cindyg@iSmileGables.com Or Mail refund request to:
iSmile/Refund Processing Department
2725 Ponce de Leon Blvd.
Coral Gables, FL 33134

All refunds will be processed back to the original form of payment, except cash payments will be refunded by check.

Cash or Check Payment Refunds

Account Holder Refund Request – Upon receipt of a request for a refund, iSmile, will confirm all payments by check have cleared the bank (may take up to 15 business days). Once the credit balance is confirmed, iSmile will issue a refund check within 20 business days.

Major Credit Card Refunds

Any refund of payment originated through a credit card company must be refunded to the originating credit card account.

-Account Holder Refund Request – iSmile, will issue credit card refunds within 7 business days. It may take up to an additional 7 business days for the credit card company to post the payment to the cardholder's account.

Third Party Lender Refunds

Any refund of payment originated through third party lenders must be refunded to the original account. Processing of refunds may not be reflected on an account for up to 2 billing cycles. iSmile, will not be liable nor assume any responsibility for any accrued interest on such accounts.

-Account Holder Refund Request – iSmile, will issue third party lender refunds within 21 business days.

Treatment Cancellation and Interrupted Services

Charges Patients requiring crown or bridge services may cancel treatment with no charge prior to impressions, natural teeth being prepared or altered for the prosthetic. Once impressions, tooth preparation occurs, patients are liable for the estimated full cost of the services even if they choose not to complete treatment.

Accepted Forms of Payment

iSmile, accepts cash, personal checks, Visa, MasterCard, American Express, Discover, assigned insurance benefits and approved third-party financing.

Third-Party Financing

iSmile offers treatment financing through non-affiliated, third-party lenders (such as Lending Club /Lending USA/or any other not listed). iSmile, pays these companies fees for making loans available to patients and for the lender's cost of servicing these loans. As the aggregate amount of care financed through these lenders increases, the fees they charge iSmile, decrease. This sliding scale pricing arrangement does not affect your loan amount or the cost of your treatment. Based on the approved credit limit determined by the third-party lender the patient may elect to make full or partial payment when treatment is started and is obligated to make payment arrangements for any remaining balance prior to completing treatment.