truly

Cancellations, deposits & *refunds*

We keep this simple and fair. If your plans change, just let us know.

Free consultations

You can cancel or move a free consultation at any time, at no charge.

Notice

Please give us at least 24 hours' notice to cancel or move an appointment, or 48 hours' notice for appointments longer than one hour.

Short notice or missed appointments

If you cancel with less notice, or miss your appointment, any deposit you paid is kept.

Deposits

Deposits are taken off the cost of your treatment. If you cancel and we are able to fill your appointment, we will refund your deposit or move it to your new appointment.

Offer deposits

Deposits paid to secure a special offer are non-refundable, unless your dentist finds you clinically unsuitable for the treatment, in which case we refund the deposit in full.

Refunds

Refunds are made back to the card you paid with.

Questions? info@trulydentaluk.com · 020 3769 5687

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