



Non-Payment & Service Suspension Policy

At Dentimax, we are committed to providing reliable and uninterrupted service. To ensure fairness and continuity, we have established the following policy regarding non-payment and service suspension.

1. Payment Due Dates

All recurring payments are due on the 1st day of each month. It is the customer's responsibility to ensure timely payment to avoid service interruption.

2. Service Suspension – 10 Days Past Due

If payment is not received within **10 days of the due date**, your account will be **temporarily suspended** due to non-payment.

- During this suspension, you will not have access to Dentimax services.
- Service will be restored upon full payment of the outstanding balance.

3. Permanent Disconnection – 60 Days Past Due

If your account remains unpaid for **60 calendar days** from the original due date:

- Your account will be considered **delinquent** and **permanently disconnected**.
- All services will be terminated, and any monthly billing will be canceled.
- Reinstating services will require full payment of all outstanding amounts and applicable fees (see below).

4. Reinstating Services After Disconnection

To restore services after permanent disconnect, the following must be paid in full:

- **Outstanding account balance**
- **\$50 Reconnection Fee** (non-refundable)
- **Any applicable late payment fees**

To begin the reconnection process, please contact our support team.

5. Notification Schedule

We understand that payment issues may occur, and we strive to provide clear communication:

- **Reminders** will be sent before the 10-day suspension deadline.
- **Additional notices** will be sent prior to the 60-day disconnection.
- A **final notice** will be issued at least **7 days** before permanent disconnection.

6. Financial Hardship

We are here to help. If you're experiencing financial hardship, please contact us as soon as possible. Our team may be able to work with you on a payment arrangement. All requests will be reviewed by our Sales Manager and Accounting Team.

Questions?

If you have any questions about this policy or need assistance with your account, please contact our billing support team at 800-704-8494.

