



## 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 1<sup>st</sup> 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.

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### 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.

