

**Lam Dental Care**  
*for a beautiful and healthy smile*

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## Refund Policy

At Lam Dental Care, we aim to provide high-quality care and a transparent, fair approach to payments.

If you have any questions about a payment or feel a refund may be required, our team will always be happy to help.

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### How refunds work

- Refunds are reviewed on an **individual basis**
  - We will always aim to resolve any concerns **quickly and fairly**
  - Where appropriate, refunds will be processed as soon as possible once approved
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### Important information

- Refunds can only be issued **after the original payment has been received and cleared into our account**
  - Any refund will be returned to the **same card used to make the payment**
  - For security reasons, we are **unable to issue refunds to a different card or in cash**
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### Authorisation

All refunds must be approved by a **Practice Owner** before they are processed. This helps ensure that every request is handled carefully and consistently.

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### Timescales

Once a refund has been processed, it typically takes **3–5 working days** for the funds to appear in your account, depending on your bank or card provider.

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## When refunds may not apply

In some cases, refunds may not be possible, for example:

- Where treatment has already been completed
- Where costs have already been incurred on your behalf (such as laboratory fees)

We will always explain this clearly and discuss any concerns with you.

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## Need help?

If you have any questions about a payment or would like to discuss a refund, please contact our friendly team:

?? 0191 388 8381

?? lamdentalcare@gmail.com

We are here to help and will do our best to resolve any issues as quickly as possible.

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