

1. All refund requests must be in writing for approval. Please call reception on 0151 236 5166 to advise cancellation and they will send you a 'Refund Request form' to complete.
2. Please allow up to 7 business days from your written refund request for the accounting team to organise the refund. A senior member of staff will call you to process the refund over the phone.

Feedback and complaints:

1. All feedback whether negative or positive is welcome at Smileworks. Feedback is used to review and improve quality of service. You may submit feedback verbally, via email, via the practice website.
2. If you have a complaint please inform us as soon as possible or email the practice manager katie@sexydentistry.com. An appointment will be made for you to be seen. A copy of our Complaints Policy is available on request or found in 'Contacts' on the website.

We are delighted that you have chosen Smileworks and thank you for your loyalty.