

Important Packing and Shipping Information

Material Clarity

- Inspect your models and impressions for accuracy prior to packaging (i.e. bubbles, voids, distortions, insufficient gum exposure, etc.)
- Always send bite registration and opposing models for cases involving occlusion (very few items would not require these; custom trays, base plate/bite rims, relines)
- Include a separate script for each patient and include all information necessary to proceed with the case (i.e. shade, arch, teeth involved, indication of try-in or finish, etc.)
- Write the patient's name on all submitted materials (models, impression trays, photos, etc.)
- Provide the office phone number (include area code) as well as the patient's name on each prescription form so we can contact you easily if we have questions about your case.

****It is very important the patient's name be legible on the prescription form****

Shipping

- Wrap each model individually and thoroughly in bubble wrap to protect against chipping and breakage. (If articulated, please unhinge and wrap separately)
- Use fillers (such as bubble wrap, paper towels, and newspaper) to firmly secure all contents to avoid shifting within the box during transit.
- We recommend that you pour up your alginate impressions prior to sending. However, if submitting a wet impression, please wrap it in a tight zip lock separately from prescription forms, checks, and other correspondence. (Please do not send dripping wet!)
- If we receive a case with a broken model or missing piece(s), a member of our team will call you as soon as possible to request a replacement.

As always, if you have any questions or concerns, our Customer Care Team is available to help. Just call 240-912-9670 extension 1 between 8:00 a.m. and 4:00 p.m. EST. Thank you for your business.