



## On-Hold Policy

Effective October 1, 2021

Dear Doctor,

We have made a few adjustments to our “On-Hold” policy for all cases. Going forward, we will only keep a case on hold for 30 days. After 45 days, the case will be cancelled in the system. All cases that were sent with models or impressions can be scanned, and a digital file will be created. This process will allow us to store the cases digitally and eliminate excessive storage of models.

If you would like us to scan models, the scanning fee will apply. If you would like for us to return models to you, the shipping fee will apply.

If after 30 days you would like to proceed with treatment, you will have the following options:

- Send a new Rx and model, impression, or scan.
- Send a new Rx with reference to use the scan on file. In doing so, the fit of the appliance will not be guaranteed due to possible anatomical changes.

We will notify you prior to cancelling the case. This will be done between 30 and 45 days from the time the case was placed on hold. Please contact our Customer Care Team at 1.800.522.4636 with any questions you may have.

As always, thank you for being a valued customer.

Sincerely,

Arlen Hurt  
VP Sales & Marketing