



## SHIPPING INSTRUCTIONS

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Magellan Dental Arts makes shipping your cases fast and easy. We offer overnight service via FedEx for anywhere in Canada. We've included some shipping tips to help simplify the shipping process.

1. **Call Customer Service at 1.800.463.3339 to arrange pick-up.**  
After the language prompts, **press "0" twice** to get a live representative right away.
2. **Provide Magellan Dental Arts account number: 308228428 to schedule the pick-up.**  
Please note FedEx offers same day pick up if you call before 3pm.

*FedEx Express supplies can be ordered online, or by simply calling **1.800.GoFedEx** (1.800.463.3339)*

## HELPFUL PACKING INSTRUCTIONS

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- **All impressions must be placed in the provided shipping bags.** Please clearly identify all impressions/models with the patient's name. If you have models, please wrap them in bubble wrap and place carefully in a separate bag.
- **Place lab bag(s) in a shipping box with extra foam or bubble wrap** surrounding them to prevent any movement of the cases inside the box. Keep impressions/models well separated.
- **All other items sent should be identified** (e.g. bites, denture shade tabs, appliances, etc.) and placed in a separate well-labeled bag.
- **Make sure all contents are secure** and won't shift during shipment.
- **Please do not send models unless absolutely necessary.** Broken or chipped models must be returned to your office, resulting in delays for both you and your patients in the fabrication of your cases.
- **Do NOT ship unpoured alginates.** Alginates will begin to distort within 15 minutes of impression. In our experience, we find less adjustments and better restoration occlusion through the use of vinyl impressions for opposing dentition. A fast setting, precise and economical product is DMG/Zenith Status Blue in auto-mix cartridges.
- **Seal the box securely** with packing tape.

**Toll Free Help Line: 1-866-484-7920**

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