

# 1 ACCOUNT SETUP

- Give us a call at 1-866-484-7920 or email us at [info@magellandental.com](mailto:info@magellandental.com)

To set up your account with Magellan, just give us a call and we will send you our introductory package which includes all the necessary supplies for your order!

When your case is ready, you can schedule a pick-up with FedEx using our account #306577158, or call us and we can do it for you!

- Fill out our prescription form
- Wrap models in bubble wrap
- Place your case in the sealable lab bag provided
- Put the case in a Magellan box
- Place the box in a FedEx Pak, and stick the waybill on top

## CASE PICK-UP 2



# 3 COMMUNICATION

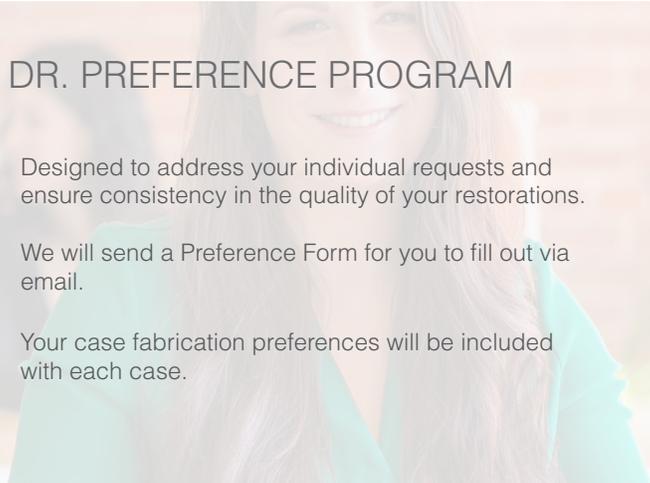
Once the case arrives at our office, we will contact you to confirm we have received it, and to address any questions or preferences you may have.

## TECHNICAL SUPPORT

If you have any questions regarding your case at any point in the process, we can be reached by phone, email, or fax, and are usually very quick at replying.

- Experienced dental technicians are always available at our Vancouver office by phone or email
- Email us photos for custom shades. Refer to our blog to get tips for the best shade results, [magellandental.ca](http://magellandental.ca)
- If suggestions come up during case fabrication, we will call your office and email you photos demonstrating the issue

## DR. PREFERENCE PROGRAM



- Designed to address your individual requests and ensure consistency in the quality of your restorations.
- We will send a Preference Form for you to fill out via email.
- Your case fabrication preferences will be included with each case.

Your case will be returned to you within 10 business days! If there are any delays to the schedule, we will contact you as soon as possible so that you may have ample notice of the delay.

Need your case back sooner? Talk to us!

## CASE DELIVERY 4