



How To Order & Logistics Overview

How To Order *(Turn page over for Logistics Overview)*

Step 1: Prepare the Case Material and Information

Please include the case material detailed below to avoid delays in processing your order.

Cases with 1-2 Units:

- Full Arch Master Cast *or* Full Mouth Impression
- Full Arch Opposing Cast *or* Full Mouth Impression
- Bite Registration *or* Articulated Casts
- Index *or* Impression of Implant Fixture *(required if Atlantis is placing analogs)*
- Soft Tissue Model *(required for cases without healing abutments)*
- Completed Atlantis Prescription Form

Cases with 3 or More Units:

- All the above *plus:*
- Removable Diagnostic Wax-Up or Cast of Temporaries *(Atlantis will scan this diagnostic and use it to design the Abutments.)*
- Soft Tissue Model

Full Arch Cases:

- All the above *plus:*
- Must be articulated or sent in with Occlusal Bite Rim

Step 2: Package the Case Material

Securely package the case material in either the CaseSafe™ box provided by Atlantis™ or your own shipping box. If using your own box, please ensure that each model or impression is securely packaged with at least one layer of bubble wrap to avoid damage during shipment. Secure the box flaps with strong packing tape.

Step 3: Ship

Please contact your Atlantis Territory Manager to find out about shipping options.

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AD026 Rev 6



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Convenience (CaseSafe Shipping Boxes and Pre-paid Shipping Labels)

Your completed Atlantis™ case is shipped in a reusable CaseSafe™ box with pre-paid two-day Federal Express return labels for you to ship your next Abutment order to Atlantis. Simply affix the label to the box and give the package to your driver or deliver the box to a Federal Express drop-off location. Contact your shipper to find the nearest drop-off location. Please note that if you contact your shipper to pick up your package, there may be a direct charge for that service and Atlantis does not cover that cost.

Accuracy (Fax Confirmation)

Please keep in mind that turnaround times do not begin until Atlantis receives your case, therefore the sooner your case arrives at Atlantis the sooner your patient gets an Atlantis Abutment and a full smile. A highly trained Case Information Specialist will review the case material upon receipt at Atlantis. The Specialist will contact the doctor who has signed the Prescription Form to resolve any questions. Once your case is ready for production, Atlantis will send a Fax Confirmation stating the details of the case, including the return date. If you would like to make changes to your case, please contact our Customer Service Team at (877) 828-5268 within 24 hours of receipt of the Fax Confirmation.

Peace of Mind (Warranty Information)

Atlantis has one of the best warranties in the industry. If the implant fails after the Atlantis Abutment has been placed and the implant manufacturer refuses to cover their guarantee, then Atlantis will reimburse the clinician the price of a new implant. Atlantis will also remake the Atlantis Abutment, Atlantis Gemini™ Abutment, and provisional crown once the new implant has been placed at no additional charge. Please ask your Atlantis Territory Manager for a copy of the Atlantis Warranty Agreement or contact the Atlantis Customer Service Team.

Simplicity (Payment Options & Billing)

Atlantis offers simple payment options for our customers. You can make payments by credit card or check. A packing slip accompanies each case and an itemized statement will be mailed to you monthly. Please pay the statement by the 15th of the month. Your invoice or monthly statement can be paid in full by mail or calling in a credit card payment to our Customer Service Team. Alternatively, we can keep your credit card on file and charge it each month for the balance of your account.