

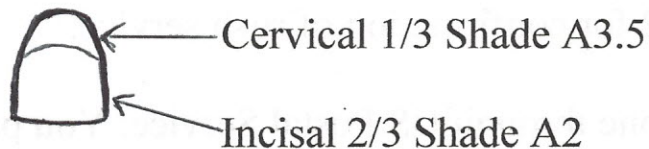
## Dental Office Instructions for the Tupelo Bridge

**Step 1:** Determine which tooth or teeth the Tupelo appliance is being fabricated for. Make sure that the adjacent teeth are not mobile or have bone loss. Make sure the patient has enough healthy teeth to chew with away from the Tupelo to avoid fracturing the appliance. Select the multi-tray (anterior or posterior), which will center the designated teeth in the impression.

**Step 2:** Create a Vinyl Polysiloxane (VPS) impression of the selected teeth. The impression material you select should be less rigid and have light body, which will capture fine detail. Alginate or Bite Registration substitutes are not acceptable. The impression must have precise margins along the cervical of the teeth, as well as 2 to 3mm of the gingiva around the teeth involved. Make sure there are no drags in the impression around any of the teeth involved. This also allows us to create several models from this impression. You may send us an opposing model.

**Step 3:** Take a bite registration.

**Step 4:** Select a shade using the Classical Vita Shade Guide. Do not use Denture Tooth Shade Guide. If, for example, the tooth is between shade A1 and A2, note this in the lab prescription and we will blend the two shades. If the tooth has multiple shades, please note on the lab prescription's tooth diagram using the sample below:



**Step 5:** Enclose a photo of the patient's smile if an anterior tooth or teeth are being fabricated. This can help us mimic multiple shades of the designated tooth or teeth.

**Step 6:** Complete lab prescription including Due Date. Keep in mind when setting this date that you should ask for the due date 1 day before the patient's appointment. Enclose the impression and bite registration, and include photo if necessary. Please check appropriately for an Open or Closed Tupelo. Also, if an Ovate Pontic, Implant case, or Graft Site is required, please check appropriately on the Lab Prescription. For Graft sites, where no pressure can be placed on the tissue, we can add block out to relieve any pressure while healing.

**Step 7:** Send Lab cases to the following address:

Tupelo Dental, LLC  
270 Roller Coaster Rd  
Strafford, NH 03884

If you have any questions or concerns, contact Tupelo Dental Lab at (603)664-3152

**Pricing:** Call for Pricing at (603)664-3152

**Lab turnaround time** is 7- 14 business days on most cases. Business days do not include weekends and holidays.

If you need your case in a hurry, please call Tupelo Dental, LLC at (603)664-3152 for confirmation of rush service.

**Shipping** is done through US Postal Service. You pay for delivery to our lab. We pay for return to your dental office. If a rush is required, we recommend Priority Mail Express, which is a money back guaranteed overnight delivery service.

## **Payment Options & Terms**

**Credit Cards:** We accept American Express, Discover, MasterCard and Visa.

**Other:** Debit Card and business check.

A \$30 fee will be charged for each returned check. (Prices are subject to change.)

## **Customer Service/ Support**

**Phone:** (603)664-3152

**Hours:** Monday - Thursday 8:00 AM to 4:00 PM (EST)

**E-mail:** [info@tupelotooth.com](mailto:info@tupelotooth.com)

## **Unconditional Guarantee**

Tupelo Dental stands behind every appliance we fabricate. If for any reason, the Tupelo is not acceptable at the time of receipt or at the time of insertion, we shall replace the appliance at no charge. Simply return the Tupelo with an explanation of the problem and your request for replacement with a new impression.

## **Tupelo Warranty**

The Tupelo you purchased is warranted against defects in workmanship and materials. In the event of unsatisfactory material performance, complete replacement of the Tupelo is covered under warranty for 30 days.

Tupelo Warranty does not apply to cash refunds, lost wages or pain and suffering, cost incurred by another lab if the Tupelo has been altered from its original, Tupelo is ill-fitting due to accident, neglect or abuse, not following patient care instructions, dental changes or improper oral hygiene.

To validate the Tupelo Warranty, the following condition must be met:

The original Tupelo must be returned with a new lab prescription and a new impression.

Contact Tupelo Dental, LLC at (603)664-3152 if you have any questions or concerns.