

Terms and Conditions for Doctor and Patient

TERMS AND CONDITIONS

The delivery for acknowledgment and acceptance of the GDPR forms, informed consent, and policy for the doctor and patient, present in the reserved area or available upon request, is recommended.

1. The doctor accepts that it is their responsibility to present and have the patient or the person exercising parental or legal authority sign the two GDPR forms and the policy.
2. The doctor declares they have reviewed the price list in effect and all the attached categories, including the available refinements and guarantee terms. The current price list is an integral part of the privacy policy documents (accepted upon the case's initiation).

Sensitive Data and Authorization for Use through Informed Consent

3. As per protocol, the doctor must provide diagnostic data (photos and x-rays), complete the medical prescription in their reserved area, and provide double-precision silicone impressions (in this case, they must request a return through the reserved area) or intraoral scans (in this case, they should upload them to the management system without requesting a return).
4. For more specific cases, the doctor can also provide diagnostic data such as ATM (temporomandibular joint) CT scans or the CT file. The lab will plan or design the Bite Jump and constructive bite only if the doctor provides the ATM CT scans, and the prescription does not include a request for a guarantee on the clinical outcome.

3D Diagnostics and Treatment Plan with Guidelines to Follow

5. The doctor and the patient acknowledge that if the 3D diagnostics are not accepted for the production of aligners, the service cost will be €150 for adult cases and €150 for kids' cases (Kidsligner).
6. The doctor and the patient acknowledge that once the 3D diagnostic (with the corresponding reference number and category, e.g., Ortho-check no. #2 category Pro) is accepted, it will no longer be possible to halt production or request changes. Notify the office immediately about any changes within the same day of the Ortho-check acceptance.
7. The doctor will be responsible for monitoring each aligner change and ensuring compliance with the planned 3D diagnostics.
8. The doctor and the patient assume responsibility that the treatment will conclude as planned from the moment the 3D diagnostics (Ortho-check) are approved, adhering to the treatment plan and wearing the aligners for 22 hours a day.
9. The start date of the diagnostic process (3D setup/Ortho-Check modeling) is the day after the lab receives the complete diagnostic data from the doctor and the treatment plan.

Doctor and Dental Studio Billing Information and Payment Terms

10. The doctor must provide the demographic and tax details of the dental studio to enable shipment and the issuance of the accompanying invoice to be included in the package.
11. The production start date and delivery date will be communicated in the reserved area, and the invoice will be issued simultaneously with the shipment of the package.
12. The doctor must comply with the invoice deadlines indicated in the payment methods on the invoice. Otherwise, they will not receive the continuation and/or refinements of the

treatment. Failure to settle the invoice related to the production of aligners can block the fulfillment of orders.

Periodic Checks by the Doctor to Maintain Valid Guarantees on the Case and Refinements

13. The doctor must check the fitting of the aligner between aligners no. 11 and 12 to request the continuation or possible modifications to develop a new 3D diagnostic. In this case, the doctor must retake the impressions/scans, intraoral and facial photos, following the photo protocol required on the management system, as well as new treatment objectives before continuing the production of aligners from no. 13 onward.
14. The doctor can request the continuation of the case from aligner no. 13 onward, checking for proper fitting of the aligner for the entire arch and indicating this in the reserved area ("Order Continuation") or contacting the office by phone.
15. The production period for retainers/supportive aligners and duplication is 4 (four) working days from receipt and approval of the request.

Requirements for Impressions and Checklist to be Performed Before Sending Them

1. Flexiligner recommends using the monophasic technique in polyvinyl siloxane (PVS) or two-phase with putty and light silicone for both arches, with perforated impression trays. A silicone bite registration like Occlufast is also required.
2. Flexiligner also accepts impressions with an intraoral scanner via STL files and bite registration.
3. **Marginal Ridges:** All margins must be well-defined and clear. The material must cover every element of the entire arch and the collar outlines.
4. **Occlusal Surfaces:** All cusps and incisal edges must be sharp, and the impression tray should not be visible.
5. **Material Adhesion:** The material should adhere perfectly to the impression tray with no wrinkles or delamination in the case of the double-paste technique.
6. **Material Appearance:** There should be no bubbles, holes, streaks, or insufficient material.
7. **Bite Registration:** The bite registration must be complete for the entire arch, with maximum intercuspation and perforations in the areas of natural contact between antagonists.

Note: Both polymer and metal perforated impression trays are returned along with the aligners.