

DESCRIPTION OF SERVICES AND OPTIONS

I - SERVICES: Two categories are available, according to the level of service required.

A - ECONOMICAL SERVICE

➤ **BRACKETS (F1):** Cleaning, polishing, disinfection. No control. Counting of the devices. Bulk return in sachets ready for sterilisation. Any pre-established sorting or classification of the brackets is not taken into account (except with option 8 below).

➤ **BANDS (F3):** Cleaning, polishing, disinfection. No control. Counting of the devices. Bulk return in plastic bags. Any pre-established classification of bands is not taken into account (except with option 8 below).

B - COMPLETE SERVICE

➤ BRACKETS

* **VESTIBULAR standard metal BRACKETS (F2):** Cleaning, polishing, disinfection. General control of each piece. Parting of the damaged brackets (not invoiced). Classification by technique and by tooth type. Return in sachets ready for sterilisation (or CD-type box in option 4 or 5).

* **SELF-LIGATING BRACKETS (F5):** Cleaning, polishing, disinfection. General control of each piece. Parting of the damaged brackets (not invoiced). Etching (except any contraindication from the Practitioner). Opening of the clip. Control of technique and/or prescription (torque). Classification by technique and/or prescription, and by tooth type. Disto-Gingival colour marking + prescription (if required). Two possibilities for packaging: CD-type box (OP4), or sachets ready for sterilisation + empty prepared CD-type box (OP5). (For a small quantity, return only in sachets).

Caution: Self-ligating brackets with NiTi cannot always be sterilised by autoclave.

* **CERAMIC BRACKETS (F6):** Cleaning and disinfection. General control of each piece. Control to detect fissures. Separation of damaged brackets (unbilled) and non-reusable brackets (cleaning bill). Mechanical etching (see etching). Control of technique and/or prescription (torque). Classification by technique and by tooth type. Disto-Gingival colour marking (if required). Two possibilities for packaging: CD-type box (OP4), or sachets ready for sterilisation + empty prepared CD-type box (OP5). (For a small quantity, return only in sachets).

* **LINGUAL BRACKETS (F7):** Cleaning, polishing, disinfection. General control of each piece. Parting of the damaged brackets (not invoiced). Etching (if required). Classification by tooth type. Two possibilities for packaging: CD-type box (OP4), or sachets ready for sterilisation + empty prepared CD-type box (OP5). (For a small quantity, return only in sachets).

➤ BANDS

* **"MECHANICAL" COMPLETE SERVICE (F4) - MOLAR AND PREMOLAR - :** This service is adapted to standard bands that are not laser-etched. If required, it includes calibration and numbering of the bands. (See marking options). Cleaning, polishing, disinfection. Control of the vestibular device. Mechanical reforming, calibration and numbering (if required: please refer to options 11 to 13). Parting of the damaged bands (not invoiced). Classification by technique and tooth type. Return in plastic bags. The control of sheaths, should the case arise, is systematically achieved and invoiced (only rectifications) on behalf of OP14. Unless the Practitioner is opposed to, this option is automatically achieved.

"MANUAL" COMPLETE SERVICE (F8) - ONLY MOLAR - : This service, of which reforming is handmade, is adapted to upscale molar bands.. Brand is required. Cleaning, polishing, disinfection. Control of the vestibular device. Manual reforming respecting as much as possible the original form of the brand and the numbering required by the client. (Please refer to Option 12 or 13). Parting of the damaged bands (not invoiced). Classification by technique and tooth type. Return in plastic bags. The control of sheaths, should the case arise, is systematically achieved and invoiced (only rectifications) on behalf of OP14. Unless the Practitioner is opposed to, this option is automatically achieved.

➤ DISMANTLING OF ARCHWIRES AND LIGATING MODULES (OP1 & OP9): BRACKETS AND BANDS -

II - OPTIONS: A solution suited to each need.

We always advise you to give this task to our trust, particularly for delicate devices such as self-ligating, ceramic and lingual brackets.

➤ **DISTO-GINGIVAL COLOUR MARKING (OP2): BRACKETS** - Advised for Ricketts and Straight-Wire techniques. Marking using 2 or 4 colours according to the technique. This provides great facility for use. Included for self-ligating, ceramic and lingual brackets if required.

➤ **CLASSIFICATION BY BRANDS, TECHNIQUES, SLOT VALUES (OP3): STANDARD BRACKETS** - Option required when using different devices: brands, techniques, slot values. In complete services F5, F6, F7 this option is included.

➤ **RETURN IN CD-TYPE BOX (OP4): BRACKETS** - This type of box, frequently used in the profession, is, undoubtedly, the handiest packaging method. These boxes are sturdy and reusable. In complete services F5, F6, F7 this option is included, except for very small quantities.

➤ **RETURN IN SACHETS READY FOR STERILISATION + CD-TYPE BOX (OP5): BRACKETS** - Brackets are returned in sachets ready for sterilisation + a certain amount of prepared CD-type boxes. Option possible for NiTi-free self-ligating, ceramic and lingual brackets, except for very small quantities.

➤ **ETCHING (OP6 & OP10): BRACKETS AND BANDS** - This operation is often realised by the manufacturers themselves. For certain types of brackets, this option is once again necessary after the cleaning and disinfection process. Etching (micro retention on the basis to stick) always demonstrates a better cementing. It is advised for bands and brackets. Without any contraindication from the Practitioner, etching is systematically achieved on molar brackets and on some Brands. In complete services F5, F7 this option is included. For ceramic brackets with retentive base (not smooth), this option is done automatically.

➤ **STANDARD CLASSIFICATION OR RESPECT OF A PRE-ESTABLISHED CLASSIFICATION WITH THE ECONOMICAL SERVICE (OP8): BRACKETS** - Standard classification by tooth type, without control nor separation of techniques and/or respect of a pre-established classification. **BANDS** - Respect of a classification pre-established by the Practitioner.

➤ **CONTROL OF LINGUAL PARTS (OP14): BANDS** - Buttons, sheaths... Only controlled parts are invoiced. Without any contraindication from the Practitioner, this option is systematically achieved.

➤ **SUPPRESSION OF LINGUAL WELDS (OP15): BANDS** - Only unsoldered devices are invoiced. Without any contraindication from the Practitioner, this option is systematically achieved.

➤ **BAND MARKING (OP11 to OP13):** Depending on your needs, there are **3 possibilities**:

* **Laser etched bands (OP11):** Generally, those bands do not need any new marking, unless the Practitioner requests.

* **Non-laser etched bands: felt-tip pen with alcohol (OP12):** Marking adapted to each Brand.

However, be cautious, this marking disappears when it comes in contact with alcohol.

* **Non-laser etched bands: biodegradable labels (OP13):** Marking more resistant to alcohol, and adapted to each Brand.

Without Brands information: SofiMen marking automatically. Conversion chart included.

➤ **UNDESIRABLE DEVICES: BRACKETS AND BANDS** - In case of not wanting the return and subsequent invoicing of a certain number of devices (certain brands, series, techniques...), please specify this in the Purchase Order. Without any specification, all processed and sent devices are invoiced (except for rejects).

1.- Please send your order after having decontaminated it (no autoclave for self-ligating brackets

SOME ADVICE FOR A FIRST ORDER

with NiTi), in order to protect the employees in case of necessary opening of the parcel.

2.- Please use sturdy cardboard boxes to send your devices. Preferably, send your order by REGISTERED mail to our commercial address in Europe:

SofiMen S.A. | Bd Saint Michel, 47 | 1040 Brussels | Belgium

➤ **RESHIPMENT - INSURANCE - DECLARED VALUE:** The return merchandise travels under the responsibility of the addressee (see the General Conditions of Sale below). In spite of the efficiency of DHL and the Belgian Post, there is always a chance that a parcel might get lost. For important orders we recommend that our customers request us to insure the remittance shipment with Declared Value. In this case, the declared value will be the same as the value of our invoice. It is not possible to insure the order at a higher value. The cost of this insurance will be from 6 to 12% of the total invoiced amount, which will be added into the bill. Please indicate this service in the purchase order. Orders over 1500 € can be sent back through DHL with declared value, under a decision by top management. All orders under 150€ are marked up 15 € for participation in the registered post fees.

GENERAL CONDITIONS OF SALE IN THE EUROPEAN UNION

The clauses stipulated below are addressed to our European clients and constitute law for both parties.

➤ **TRANSPORTATION:** Merchandise shipped by SofiMen S.A. or its subcontractors to or within the European Union is under the express responsibility of the addressee. In case of loss or damage caused during transportation, it falls to the addressee to inform the loss and file the claim against the transportation company. Upon the Practitioner's request, the merchandise can be remitted with insurance of Declared Value. Orders over 1500 € can be sent back through DHL express service with declared value, under a decision by top management. All orders under 150€ are marked up 15€ for the participation in the registered post fees.

MERCHANDISE: The goods received are the property of the Professional and are protected by SofiMen as long as they remain at SofiMen. The devices remitted to the Practitioner are always the ones that he/she have sent to SofiMen S.A., in identical quantities (except pieces made of resin or plastic: see below*) The possible count, made by the Practitioner, of sent devices, is nothing more than an indication, and does not legally bind SofiMen S.A.. Only the remitted and invoiced quantities are contractual. The traceability of our Quality Management System eliminates all counting errors as well as any accidental mix of the different orders that are entrusted to us. (*) SofiMen S.A. Group reminds the Practitioner that some "ceramic" devices are in fact composed of degradable plastic materials or resin. Such devices are destroyed by chemical cleaning and disinfection procedures, and therefore cannot be returned. In COMPLETE service, the devices considered to be defective or showing anomalies are returned separately and are indicated as such, not invoiced; if considered non re-usable, cleaning invoiced. The devices are thoroughly controlled and sorted only in complete services. For all our services, the separation of remitted pieces is only an indication. In any case, SofiMen S.A. cannot take the place of the Practitioner in his/her profession, who is, in the end, the only one competent to judge the selection and the good utilisation or reutilisation of the devices. The devices are remitted decontaminated, disinfected, but not sterilised and, upon request, in sachets ready for sterilisation by the Practitioner. Niti brackets, CD-type box (brackets) and plastic bags (bands) cannot be used in traditional sterilisation method.

➤ **ADMINISTRATIVE INFORMATION:** All orders fewer than 150€ are marked up 15€ for the registered post fees. The payment of the invoices will be due after delivery, by means of a bank transfer. The bank references to make the payments are indicated in the document "Wire Transfer Form" that is always sent with the invoice. For the European Union, invoice is established in accordance with intra-communautary law. Taxes and customs duties are paid cash by the company when the goods enter the E.U.. Possible claims against the quality of achieved service, except for issues regarding transportation, must be made within 30 days after delivery, by email, or post, to our commercial address written on the invoice. In case of accidental degradation during the process, the Practitioner will be indemnified by SofiMen S.A. up to an amount of 0.50€ per damaged device (bracket and/or band) or according to any other agreement reached between both parties. In case of a claim or litigation regarding the quality of work, the Practitioner commits him/herself to return the full content of the parcel within 45 days after delivery so that the Company may judge whether the claim is justified and acceptable or not. SofiMen S.A. commits itself to compensate the Practitioner within 60 days after accepting the damage.

The shipment of an order constitutes the Practitioner's approval and acceptance of the present general conditions of sale of SofiMen S.A.



For more information and contact: www.sofimen.com

You can contact us only via e-mail: administration@sofimen.com
in: ENGLISH, FRENCH, GERMAN, ITALIAN, SPANISH.

INVOICING: It is established in Euros for all Europe.

PAYMENT: In Europe, you must pay by bank transfer to the euro account of SofiMen S.A.

PRICE UPDATE IN OTHER CURRENCIES: Our prices are based on Euro and US\$ according to the Continent.