

PRU-DENT Order Form Instructions

Please see PRU-DENT.com for a full listing of the instruments we carry and our prices.
Questions? Please Call 800-631-2339

PRU-DENT is a full service company. We sell New Instruments, re-sharpen your dull instruments and can completely replace the working ends of your worn out instruments with new ones, this is called Retipping. We can even change to a different style of working ends and if you don't like your handles we can upgrade them too. Just tell us what you want and we'll make it happen.

1. Clean and Sterilize all instruments, regardless of service, or you will be charged for cleaning.

We use heat to retip and spinning wheels to re-sharpen we do not want biological waste in our faces or our lungs!

Please circle the **YES ☺** or **NO ☹** under **Are your Instruments sterile?** (see example *A)

2. Identify and separate your instruments by Point Style or Part #. For example: Gracey 1/2 and Gracey 7/8 would be listed separately, while different brands of Gracey 1/2 would just be listed as Gracey 1/2.

RETIP, Write the quantity of each **"Point Style"** you want retipped in the **"Retip"** column and the point style in the **"Point Style"** column. (see example *B) *Because it comes up, Retipped points are already sharpened, you don't pay for sharpening as well.*

To **Retip as a DIFFERENT point Style**, write **"Retip as.."** followed the **Point Style** you want in the **"Point Style"** column and the Quantity in the **RETIP** column. (see example *C) Be specific, we will install the points you specify. We do not relabel the handle.

"Sharpen or Retip as necessary" or **"Sharpen only"**: we only need them separated and listed by "scalers/curettes, explorers, knives, scissors etc. (see examples *D & *E) *It's still a good idea to keep a complete list of the instruments sent.*

NEW instruments (see example *F) Write the desired **Point Style** in the **Point style** column, the desired quantity in the **NEW** column and the handle style you want in the **New handle style** column.

3. Total the quantities in each service column (see example *G) We will also count what you send and contact you if anything is off.

4. Choose a HANDLE OPTION: some handles cannot be retipped, they can be cracked, an odd size, or sometimes the points and handle are a single piece of steel, in those cases we will automatically replace the handle with a similar sized **PRU-DENT** handle. If you don't want us to automatically replace any bad handles just tell us what you want in the Handle options box, If you want us to call you before replacing a specific number of handles put a check in the corresponding box and your cut off number in the blank space (see example *H) If you want a different handle style please note it in the **"New handle style"** column otherwise we will replace it with a similar style (see example *B). Unless you specifically tell us to replace a handle we will only replace bad handles. Feel free to tape a note to any specific instruments you feel need more clarification.

5. List the Office and Doctor's name, street address, phone number, and email address are required.

We will send you and E-mail when your package is received and when it has been shipped.

Write **your name as the contact person** and the phone number where **you** can be reached for questions. (If on vacation, please list alternative or cellphone number.)

6. Payment is due before we ship your completed order. If you want us to just bill your credit card and ship your order when ready just Fill in your Credit card information and check the "Bill my Credit Card and ship ASAP" box. If you want to see the total before charging your card check the "Email Invoice when ready & I will arrange payment" box. If you want us to save your credit card info for future orders check the box and on future orders write "Use card on File" in credit card info section.

7. Pack your instruments in a sturdy box (Never use an envelope or bubble wrap envelope, you will lose instruments!)

Be sure to cushion your instruments, especially on the ends, and securely seal the box.

Never send all your instruments at once. While **PRU-DENT** is very careful with your instruments, delivery companies are known to occasionally misplace or lose packages in their care, you don't want to be without any instruments if that happens.

Most orders are processed in 1-3 days. **In a hurry?** Call us and make an appointment to expedite your order.

Shipping Cost We charge each customer what UPS charges us for that package, determined by weight and distance.

Most packages are \$8-\$16, residential addresses can be double.

Ship to: **PRU-DENT 1929 Wright Blvd. Schaumburg, IL 60193**

Insurance is recommended a shipper can lose your package.

Example *A

Are your Instruments clean and sterile?

YES ☺ NO ☹

★ Replace **ALL** my handles (regardless of condition)

Handle Options Replace only **BAD** handles

Check all that apply Call if replacing more than 5 handles **Example *H**

Don't replace any handles! Return or Discard

	Quantity			★ Point Style or Part #	New handle style
	RETIP	Sharpen or RETIP as necessary	Sharpen Only No Retip!	Purchase NEW Instruments	
*B	4			Gracey 13/14	
*C	10			Retip as McCall 13/14st	5ST
*D		10		Scalers	
*E			6	Explorers	
*F				New H6/7	4ST
*G	14	10		1	
	← Total instruments (for each service)				

EXAMPLE