



Southern
Cross Dental



invisalign®

Cancellation Policy

An order for treatment will be cancelled and a cancellation fee will apply if any of the following occur:

- An order is cancelled by Doctor any time after planned treatment submission but prior to ClinCheck® approval
- An order has not been finalised by Doctor within 90 days from receipt by SCD and Doctor having being advised of one or more missing mandatory requirements (completed prescription form, missing or unacceptable impressions or intra-oral scans, missing photos, missing radiographs)
- ClinCheck® treatment plan is not signed off by Doctor within 90 days from first ClinCheck® treatment plan posting

It is the policy of Invisalign® Australia and Align Technology that aligners will not be manufactured using patient information that is more than 90 days old.

Cancellation is not possible if:

- ClinCheck® treatment plan has been approved
- Prescription form for products not requiring a ClinCheck® treatment plan (which includes Vivera retainers, replacement aligner orders and automated refinements) has been approved

In these situations, the corresponding treatment option or product fee will apply. If a patient's case has been cancelled and you wish to re-start treatment at a later date, new patient records are required (impressions, radiographs and photos)

Cancellation conditions and fee applies to all Invisalign® treatments – Invisalign® Full, Invisalign® Teen, Invisalign® Lite and Invisalign® i7.

For further information contact Southern Cross Dental on 02 8062 9810 or visit scdlab.com

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