

Packaging & Shipping Guidelines

How to Send Traditional Impressions and Models to iCAD Dental

To ensure your case arrives safely and is processed without delays, please follow the steps below when packaging and shipping physical materials.

What to Include in the Box:

- **Impressions:** PVS or alginate – securely sealed in individual plastic bags.

If the impressions are moist, wrap them in a damp paper towel to prevent drying during transit.

- **Models:** Stone or 3D-printed models – clearly labeled and protected from damage
- **Bite registrations** (if applicable)
- **Completed Prescription Form:** Place in a waterproof sleeve or plastic pouch
- **Photos or clinical notes** (optional but helpful)

Packaging Instructions:

- Use a **sturdy cardboard box** – avoid soft padded envelopes
- Wrap **each item individually** in bubble wrap or soft packing material
- Use additional void-fill material (paper or foam) to prevent movement inside the box
- Ensure the **prescription form is clearly visible and protected**
- Label the package with your **clinic name and contact information**

Shipping Instructions:

Ship to:

iCAD Dental

1825 Woodward Dr,

Ottawa, ON

K2C 0P9

Phone: + 1 (613) 567-6453

- Contact us to **schedule a pickup** or coordinate routine courier delivery. Our team of 5 dedicated drivers covers Ottawa, Gatineau, and surrounding areas, ensuring prompt and reliable same-day or next-service
- For urgent cases, please call us before shipping

Helpful Tips:

- Avoid shipping alginate impressions over weekends, as they may distort
- Disinfect all materials before packaging if possible
- Always include **your contact details** inside the box

Need Assistance?

Contact us at:

Email: orders@icad.dental

Phone: + 1 (613) 567-6453

Our team is happy to support you with any case submission questions.