NEED THAT Smile

Aftercare DOCUMENT

IMPORTANT!

THIS SHEET MUST BE READ BEFORE YOU USE THE PRODUCT!

The fastest way to get an alteration is to - visit your dashboard to fill out the **ALTERATIONS FORM**. Please follow the simple steps to upload photos and information so that we can see the **ALTERATIONS** required and help you further.

To log into the dashboard please go to **ACCOUNT** on the top right corner of the website please use the email address that you used when you originally ordered and click forgotten password to reset your password to log in.

FREE 30 DAY

MANUFACTURERS ALTERATIONS WARRANTY

We offer a FREE 30 DAY manufacturer's alteration warranty with each product. This is activated on the day the Clip ins are delivered to you.

Under this warranty we offer FREE UNLIMITED ALTERATIONS to ensure the product fits the customers correctly. It is the customers responsibility to upload photos and information to their account. To log into the dashboard please go to ACCOUNT on the top right corner of the website please use the email address that you used when you originally ordered and click forgotten password to reset your password to log in.

We need photos uploading to your customer account first so we can see what you can see. Then we can help you further.

1. Close up photos of your natural teeth showing all your teeth and gum line.
2. Close up photos of the Clip ins in showing all the Clip ins and the gum line.

The customer **MUST UPLOAD** photos and **INFORMATION** into their account within the first 30 days of receiving the clip ins to activate the 30 day manufacturers warranty. If there is no contact within 30 days from the customer, the alterations warranty will become invalid. The customer **WILL KNOW** once they try the product in if any of the following needs altering.
Alterations are not faults; these can include but not be exclusive to the Clip ins being:

- Too loose
- Too tight **(YOU MUST NOT WEAR THE CLIP INS AND CONTACT US ASAP).**
- Protruding over or under the gum line or rubbing on your gums causing discomfort **(YOU MUST NOT WEAR THE CLIP INS AND CONTACT US ASAP).**
- Cracks / holes during initial fitting or on delivery.
- Can't close your mouth (This is temporary you need get use to the product first).
- Lip sticks out (This is temporary you need to get use to the product first).

***CLIP INS CAN BE ALTERED EASILY; IT IS THE CUSTOMERS RESPONSIBILITY TO CONTACT NEED THAT SMILE IF THE CLIP INS ARE CAUSING ANY PAIN TO THE CUSTOMER OR ANY ALTERATIONS ARE REQUIRED. IF FOR ANY REASON YOU CAN'T UPLOAD PHOTOS AND INFORMATION WITHIN THE FIRST 30 DAYS WITHIN THE FIRST 30 DAYS OF RECEIVING THE CLIP INS WITH THE INFORMATION AND PHOTOS REQUIRED, YOU MUST EMAIL SALES@NEEDTHATSMILE.CO.UK. PLEASE ADVISE WHEN YOUR PHOTOS AND INFORMATION CAN BE PROVIDED AND A MANAGER CAN REVIEW THIS AND POSSIBLY OFFER AN EXTENSION OF YOUR 30 DAYS MANUFACTURERS WARRANTY.**

TIGHTENING INFO FOR STANDARD CLIPS INS

1) Boil the kettle, once boiled pour into a bowl and add some cold water so the water temperature is hand hot not BOILING.

2) Only hold into the water the area of the clip in veneers that feels loose and count to 5.

DO NOT PUT ALL THE CLIP IN VENEERS INTO THE WATER IF THEY ALL FEEL TIGHT. DO IT IN SECTIONS OF A FEW TEETH AT A TIME.

3) Using your forefinger and thumb squeeze gently each individual tooth you feel is loose on both sides.

4) Please put back in your mouth to see if they have been tightened up enough. If they are still loose repeat step 1.

TIGHTENING INFO FOR SUPERTHIN CLIPS INS

1) Using your forefinger and thumb squeeze gently each individual tooth you feel is loose on both sides.

2) Please put back in your mouth to see if they have been tightened up enough. If they are still loose repeat step 1.

3) Do not use any water when using the superthin clip ins.

*Once you have tightened the clip ins, if they are hurting in any area don't continue to wear them, upload photos and information to your customer account first, then follow the steps in your account on how to send them back to us.

FREE 6 MONTH

WARRANTY FOR REPAIR

This 6 MONTH warranty starts the day after the 30 day manufacturers warranty ends. It is in the customers best interest to get any alterations resolved within the first 30 days of receiving the Clip ins, to then benefit from a full 6 MONTH repair warranty.

Please refer to the terms and conditions for full warranty details. **What you ARE covered under:**

- Simple breaks or simple chips from wear and tear over time **ARE** covered.
- No more than 2 breaks in one arch can been deemed as repairable. However **ALL** of the pieces **MUST** be returned for repair under the free warranty.
- If there is extensive damage and breaks in **MORE** than 2 places or all the Clip ins is not returned to us this will need to be reviewed by Need That Smile and a further charge may apply as this may need a full remake of the Clip ins due to the damage caused.

What you are NOT covered under –

- **DO NOT** use any brush including a toothbrush to clean them.
- **DO NOT** rinse under tap water.
- **DO NOT** use toothpaste to clean them.
- **DO NOT** use an ear bud to clean them.
- **DO NOT** sleep with the Clip ins in your mouth.
- Pets eating / chewing them.
- Lost Clip ins
- Attempted repairs by the customer for example using glue to repair the Clip ins.
- Eating anything hard or chewy – e.g, nuts, steaks, meat on the bone, chocolate, French sticks etc. As your bite will be too hard when eating this type of food.
- If the Clip ins are loose in the customers mouth this may cause cracks / breaks. It is the customers responsibility to contact **NTS ASAP** for an alteration if they are loose, so the product does not break.

All we ask is for you to pay to send the Clip ins back, well packed with a note inside with your details on. **YOU MUST USE A ROYAL MAIL SIGNED OR TRACKED SERVICE FOR YOUR RETURN DELIVERY. PLEASE DO NOT USE ANY OTHER SERVICE SUCH AS DPD OR EVRI. YOU MUST KEEP THE TRACKING RECEIPT –** It is your responsibility to get the product back to us safely, we can't replace or repair a product we don't receive.

FITTINGS

When you first try your Clip ins in be careful putting it in your mouth! We recommend you do this in front of a mirror so you can get used to popping it in and out. To remove your Clip ins unhook them with your fingers at the back of your mouth.

***It may take you a short time to get used to the product EVERYONE IS DIFFERENT and EVERYONE HAS DIFFERENT TEETH. You can't compare one customer experience to another.**

It is safe to **eat soft foods ONLY** and drink with them in but the product will last longer if this is avoided. If you have several missing natural teeth we advise you not to eat in your Clip ins.

If you have received upper and lowers, please try the uppers first for at least a week around the house to get use to them, then try both together. It will take you time to get use to them as your mouth is very sensitive. Don't expect to get use to them straight away!

If you have difficulty fitting the Clip ins **DO NOT PANIC!** If you still have a lisp after 48-72 hours the product needs tightening or if the product is causing **ANY PAIN** it's the customers responsibility to **NOT WEAR** the product and to contact us please contact us **ASAP.**

GENERAL CARE & CLEANING

DO NOT use any toothbrush, toothpaste, or ear buds or any other type of brush whatsoever. (This will make your warranty invalid).

A 5 minute soak in Milton tablets with warm water is recommended 5 times a week.

DO NOT use any product that contains bleach. When not being worn please keep them safely in the box provided or a suitable container. We advise the veneers are not to be worn when sleeping or any form of physical exercise.

***** KEEP AWAY FROM CHILDREN AND PETS*****
WE ADVISE NOT TO SMOKE OR VAPE IN THE CLIP IN VENEERS

Our full terms and conditions can be found at www.needthatsmile.co.uk/terms-and-conditions

NEED THAT Smile

Monday to Friday: 10am to 6pm | **Saturday & Sunday:** CLOSED

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