

REPAIR / RETIP / SHARPENING ORDER GUIDELINES

Please download our order form and fill out the required information to order the services.

We at Bauer Dental try our best to meet the standards of our customers on a daily basis. In order to do so, and keep our lower pricing, along with the same higher quality and services, we would appreciate the following from our Customers:

1. WE PREFER THAT YOU USE A BAUER DENTAL ORDER FORM WHEN SENDING IN ALL RETIPPING, SHARPENING AND NEW INSTRUMENT ORDERS.

THIS MAY BE IN ADDITION TO ANY PURCHASE ORDER YOU MAY INCLUDE WITH YOUR ORDER.

2. Automatic trade-in and replacements of instruments will be assumed for all non-repairable / non re-tippable instruments unless otherwise noted on your Purchase Order or Order Form.

3. Please SORT ALL INSTRUMENTS to avoid any confusion. If you send them to us without proper sorting, Bauer Dental cannot guarantee matching handles and tips. Additional costs for sorting may also be applied. The following is a brief description of how to do it correctly:

Please group similar instruments together and specify what kind of TIPS YOU WOULD LIKE ON YOUR INSTRUMENTS, AND LABEL THEM BY THE TIPS REQUESTED ON YOUR ORDER FORMS OR PO'S ACCORDINGLY.

Also, please place your instruments in sterilization bags and mark the bags with desired tips when shipping to us. This also helps to keep similar instruments together to insure proper re-tipping / replacement. This is a great time for you to mark each sterilization bags with the name and number of the items you have in the bag. For example, write (10) 204S on the bag so we know how to re-tip the instruments to 204S' in case the handles say GRACEY 1/2!!!! Please count your instruments accurately when sending them to us, and note the quantities on the sterilization bags and order forms.

We WILL NOT ACCEPT ORDERS THAT ARE NOT SORTED PROPERLY WITHOUT CHARGING AN ADDITIONAL SORTING FEE THAT WILL BE XDETERMINERD BY THE NUMBER OF INSTRUMENTS WE RECEIVE!!!

Do not just write, for example, 20 instruments for re-tip or sharpening on your order form or purchase order.

You do need to be specific. If you are not specific we cannot guarantee you will receive what you wanted.

4. Please fill out the order form in a precise, detailed manner. Many instruments we receive have handles and tips that have been re-tipped / changed in the past. All order forms must have your requested part number or tip description noted. (i.e. Gracey 1/2, Langer 3/4, Columbia 4R/4L, etc.) This can easily be done by sorting and labeling your instruments and then entering that information, in full, onto our ORDER FORM!

Please feel free to contact us with any questions or concerns.