

Installation Process

Installation Policy- Please contact Supply Clinic at team@supplyclinic.com to start the installation process. Dental Supply Depot offers free installation with the purchase of any turbine at SupplyClinic.com. The handpiece must be mailed in using Dental Supply Depot's Repair Order Form (be sure to fill out all portions completely, and also include your Supply Clinic turbine order number). Shipping options: Prepaid USPS (Fast Pass label) or FedEx label.

Installation Timeframe - Most handpiece and scaler installations have a turnaround time of 3-5 days from the time of approval. Some handpieces may take 2-3 weeks if special parts are needed. Once we receive the handpiece, we will install the parts and ship out the completed unit within 24-48 business hours.

Holding Products for Installation – Dental Supply Depot will hold the turbine order until they receive your handpieces for installation. Once the handpiece is received, they will install the turbines the same day and ship your handpiece with the newly installed turbine.

Return Shipping - A prepaid fastpack envelope/label is sent out with every order that can be used in the future to ship the handpieces to Dental Supply Depot as needed. Once installed, Dental Supply Depot will ship the unit back to your location via USPS or Fedex. Note that your office will be required to cover return shipping. Dental Supply Depot will contact your office to arrange payment for return shipping.

Repair Process

Repair Policy - Please contact Supply Clinic at team@supplyclinic.com to start the repair process. The repair process is facilitated through Supply Clinic for items purchased at our site. The handpiece must be mailed in using Dental Supply Depot's Repair Order Form. Shipping options include a prepaid USPS (Fast Pass label) or FedEx label. Once Dental Supply Depot receives the handpiece, they will evaluate it and contact Supply Clinic to obtain approval from your office. If the customer is sending in a handpiece for repair that was not purchased through Supply Clinic, or for other types of servicing, your office will be responsible for repair costs. Otherwise, Dental Supply Depot will waive repair costs for all other covered repairs as agreed upon.

Repair Timeframe - Most handpiece and scaler repairs have a turnaround time of 3-5 days from the time of approval. Some handpieces may take 2-3 weeks if special parts are needed.

Return Shipping - A prepaid fastpack envelope/label is sent out with every order that can be used in the future to ship the handpieces to Dental Supply Depot as needed. Once repaired, Dental Supply Depot will ship the unit back to your location via USPS or Fedex. Note that your office will be required to cover return shipping. Dental Supply Depot will contact your office to arrange payment for return shipping.