

Restorative Work Order Delay

On behalf of Dandy, I want to apologize for the delay on your restorative case. Your order was impacted by a system issue as part of the platform your Doctor utilizes to submit patient case work.

The delivery date our company showed your Doctor was inaccurate and represented a commitment that our team could not deliver against. This date did not provide enough time for the Dandy team in the lab to fabricate your restorative work. As a result, we are running behind schedule on select orders at this time.

The Dandy team has since identified and corrected the issue and is shipping all delayed cases via Next Day Air so that your Doctor receives your restorative case as soon as possible.

We apologize for the inconvenience this has caused you.