

*Som* ACCOUNT

# How to submit a repair or return request

Learn how to submit a repair/return request on SomAccount

51EN4-12008A (2025-05-29)





# CREATE A REPAIR ORDER

Log into your Dashboard via web or mobile  
On your SomAccount Dashboard and locate the [Repair & Returns](#) section.

DD Demo Dentist

Dashboard Patient Management Order Management Products Help Centre

**SomACCOUNT**  
New Save Functionality

SomAccount now lets you save partially completed patient orders. You or your administrator can complete and submit them later at your convenience.

DD Demo Dentist

Customer ID: C515533:1

Search Patients

+ Create Order + New Patient

0 Paid Orders 0 Unpaid Orders 0 New Transfers

My Preferences [Show All](#)

Choose products to show here.

**Repairs & Returns**

Serial Number

Patient  
Device  
Warranty Start  
Warranty Expiration

Shipping Label

This list is empty.

Web Platform

2:54 Gmail 50

mcstaging.somnomed.com

**Welcome, Demo Dentist**

Customer ID: C515533:1

Search Patients

+ Create Order

+ New Patient

1 Paid Orders 0 Unpaid Orders

**Repairs & Returns**

Serial Number

Patient

Mobile Platform



# INPUT DEVICE SERIAL NUMBER

Enter the unique device serial number located on the physical device (buccal or palatal area) or corresponding invoice.

If your serial number is not working, this may indicate the device is out of warranty or an old model. (see [Page.5](#) for further instructions)



## Repairs & Returns

SP-12885949

Check

<b>Patient</b>	Nicola Cagney
<b>Device</b>	SomnoDent Avant
<b>Warranty Start</b>	25/05/2023
<b>Warranty Expiration</b>	25/05/2026

+ Request Repair



# REPAIR/REMAKE DETAILS



## Return-Repair Request

Return Reason  
Crack

### Return Reason

Choose the most relevant option from the drop down for return reason

Need a Return Box ⓘ

Use Original Scans ⓘ

### Use original scans for remakes

If you are requesting for a remake instead of a repair, you may tick this box to indicate you'd like the original scans to replicate the same order

Notes ⓘ  
please repair crack, patient cracked device while wearing at night

### Notes

Write notes that lead up to the device's issue e.g "repair crack, patient cracked device while wearing at night"

Serial Number

SP-12885949

Check

Patient Nicola Cagney

Device SomnoDent Avant

Warranty Start Date 25/05/2023

Warranty Expiration Date 25/05/2026

The actual cost will be provided once SomnoMed has assessed the device. Additional charges may apply.

Estimated Cost 0

Add to Cart

Add to cart

\*Please note that the estimated cost is an *estimate only*, final costing of repair or remake will be determined after review of the returned device by our lab technicians\*



# SERIAL CODE NOT WORKING

If your serial number is not working, this may indicate the device is out of warranty or an old model.

We recommend creating a new order and specify in the notes that your order is for a repair with a serial not working (include serial number). This way, we will adjust the order and costs on our end prior to processing for manufacture.

To accommodate continued global health care needs, we will expedite your order when SomnoMed receives your order.

Thank you for your support and understanding.

### Welcome, Demo Dentist

Customer ID: C515533:1

**+ Create Order** **+ New Patient**

#### My Preferences

Show All

Choose products to show here.

#### Repairs & Returns

Serial Number  **Check**

Patient

Device

Warranty Start

Warranty Expiration

**+ Request Repair**

Fix Midline Deviation

SOMGauge Centric Record (mm)<sup>[1]</sup>

SOMGauge Maximum Protrusion (mm)<sup>[2]</sup>

Total Range of Movement (mm)<sup>[3]</sup>

SOMGauge Start Position (mm)<sup>[4]</sup>

SomnoMed's recommendation is 80-70% of maximum protrusion.

[3] = distance between [1] and [2]

[4] = [1] + (80-70% of [3])

Nickel Free

Include 3rd molar if present

Wrap Specific Teeth

Block out

Wing Re-inforcement

Edentulous with Post Dam

Minimal Lingual Bulk

Additional Ball Clasps

Acculiner

Passive Fit

**Additional Notes**

### Notes example

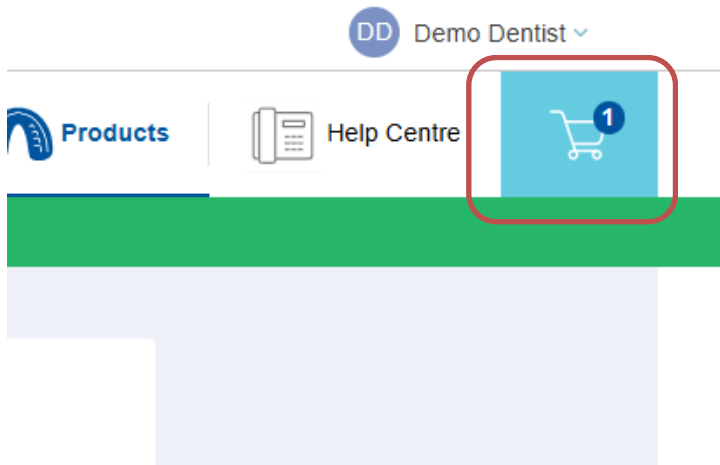
e.g "serial not working 1pspd-58462, please repair wing fracture"




# CONFIRM ORDER

## Check cart and confirm order

Once you've added to your cart, go to your cart to confirm repair order details and proceed to checkout



### Ordering Cart

Product Name	Price	Qty	Total
 <b>Return-Repair Request</b> <ul style="list-style-type: none"><li>Return Reason: Crack</li><li>Notes: please repair crack, patient cracked device while wearing at night</li><li>Serial Lot #: SP-12885949</li></ul> <a href="#">More</a> <span>▼</span>	\$1.00	<input type="text" value="1"/>	\$1.00

[Continue Shopping](#)

[Edit](#) [Remove](#)

### Summary

Subtotal	\$1.00
Shipping	\$0.00
Tax	\$0.10 ^
GST (10%)	\$0.10
<b>Total</b>	<b>\$1.10</b>

[Proceed to Checkout](#)

### Apply Promo Code

[Apply Promo Code](#)

Dashboard / Ordering Cart / Order Details

1. Order Details      2. Shipping Information      3. Payment

### 1. Order Details

Please print a copy of the completed order after checkout and include with the dental materials as this will reduce potential order delays.

By proceeding with this return request, you confirm acceptance of [SomnoMed's RMA policy](#) terms and conditions. Please return the original device, models/impressions and bite registration to your local SomnoMed lab. Upon review of the device you will be contacted with further repair information.


[Back](#) [Confirm & Proceed](#)

### Summary

Subtotal	\$1.00
Shipping cost	\$0.00
Tax	\$0.10 v
<b>Total</b>	<b>\$1.10</b>

### Order Items

[Edit](#)

 <b>Return-Repair Request</b>
Quantity: 1
Total Amount: \$1.00



# CONFIRM ORDER DETAILS

## Shipping

Check that the shipping address is correct and continue to payment

Dashboard / Ordering Cart / Order Details / Shipping Information

1. Order Details  2. Shipping Information  3. Payment

### 2. Shipping Information

**Shipping Address**  
SomnoMed Australia, 20 Clarke Street, Crows Nest, North Sydney Council, New South Wales, Australia, 2065

**Shipping Method**

SomnoMed – Shipping \$0.00

Back Continue to Payment

#### Summary

Subtotal	\$1.00
Shipping cost	\$0.00
Tax	\$0.10
<b>Total</b>	<b>\$1.10</b>

#### Order Items

**Return-Repair Request**  
Quantity: 1  
Total Amount: \$1.00

## Payment

Under warranty repairs will show as \$0 and do not require payment.

We recommended "Pay on Account" as repair orders costs are susceptible to change once reviewed by our technicians

Dashboard / Ordering Cart / Order Details / Shipping Information / Payment

1. Order Details  2. Shipping Information  3. Payment

### 3. Payment Details

PayPal Express Checkout [What is PayPal?](#)

Pay on Account

Apply Discount Code

Enter discount code Apply Discount

Back Confirm Order

#### Summary

Subtotal	\$1.00
Shipping cost	\$0.00
Tax	\$0.10
<b>Total</b>	<b>\$1.10</b>

#### Order Items

**Return-Repair Request**  
Quantity: 1  
Total Amount: \$1.00

#### Shipping Information

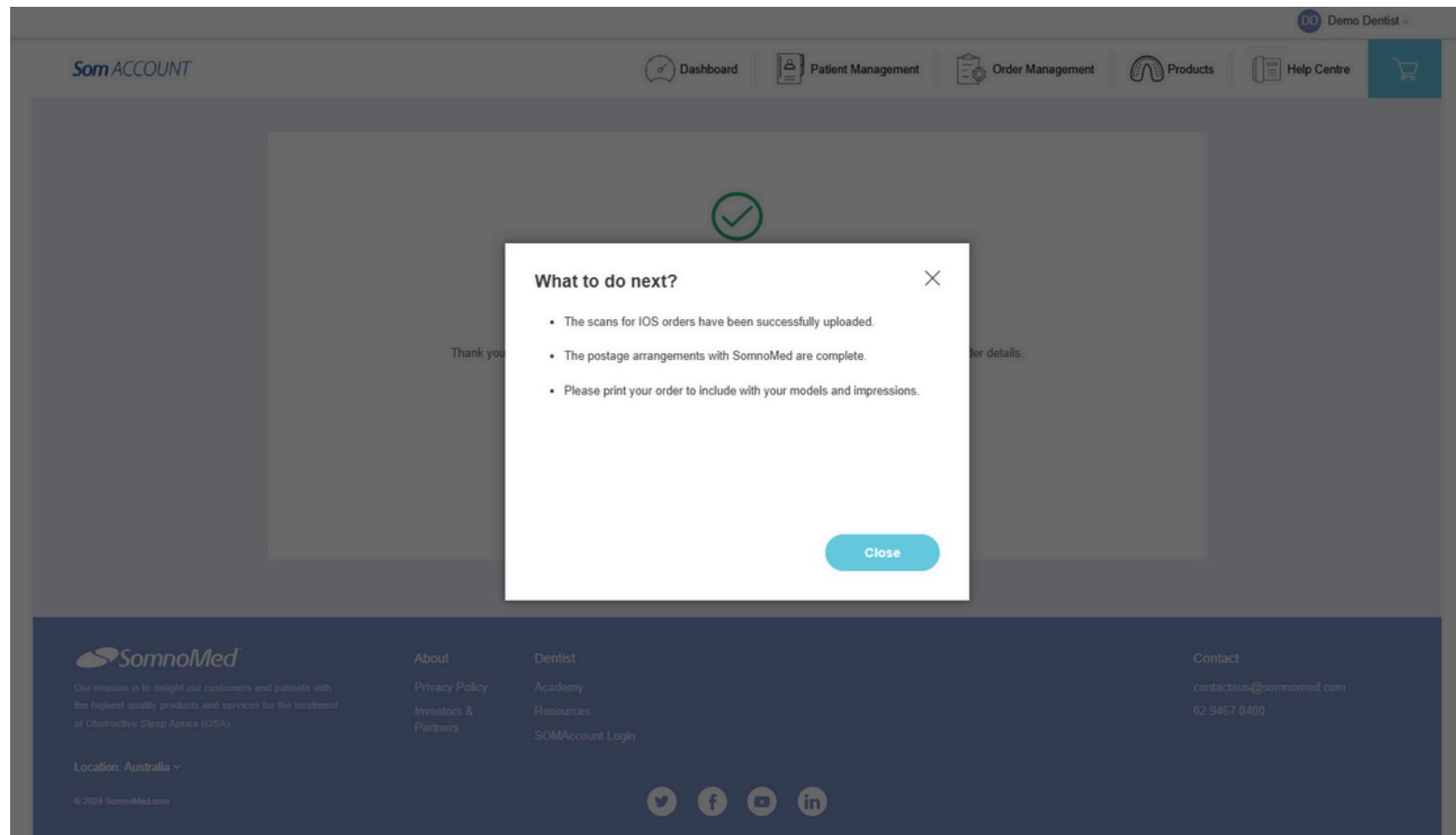
**Shipping Address**  
20 Clarke Street , Crows Nest, North Sydney Council, New South Wales, Australia, 2065




\*Please note that the estimated cost is an *estimate only*, final costing of repair or remake will be determined after review of the returned device by our lab technicians.



# ORDER CHECK-LIST

You will see a check list pop-up to help ensure you've sent us the materials required for our lab to repair or remake your order.



-  1. New IOS Scans are sent via scanner, email or uploaded to your SomAccount order
-  2. Courier has been organised for broken device and or additional models/impressions
-  3. Printed copy of your SomAccount order packed with traditional orders



# ORDER CONFIRMATION

You will see a confirmation of your order. From here you can print your order, view order details, or return to the dashboard.

**Print order Detail**  
Print the order detail to place in the package with the broken device

Thank you for your order  
**Order Acknowledgement Number 100073**  
We'll email you an order confirmation with details and tracking info.  
Thank you for your order, please see your email for a copy of the order confirmation and relevant order details.

Print Order Detail

Back to Dashboard View Order Detail

You will also receive an order confirmation via your linked email associated with your account.





# EXAMPLE ORDER RECEIPT

**Sales Order #SOAUS0063338**



*Som* ACCOUNT


Date Created: 04/03/2025

Created by: Demo Dentist

Order Acknowledgement #: 1000001186

Status: Pending

Invoice #: Pending...

Product Name	Price	Qty	Total
 <b>Return-Repair Request</b> <ul style="list-style-type: none"> <li>Notes: please repair crack, patient cracked device while wearing at night</li> <li>Serial Lot #: SP-12885949</li> <li>Patient: Nicola Cagney</li> <li>Device: SomnoDent Avant</li> <li>Warranty Start Date: 25/05/2023</li> <li>Warranty Expiration Date: 25/05/2026</li> <li>In warranty: Yes</li> <li>Return Reason: Crack</li> </ul>	\$1.00	1	\$1.00

Subtotal \$1.00

Shipping & Handling \$0.00

GST (10%) \$0.10

Tax \$0.10

**Grand Total (Inc. GST) \$1.10**

Total Paid \$0.00

**Amount Due \$1.10**

## Order Information

**Dentist**

Demo Dentist

**Prescribing Physician**

-

**Shipping Address**

SomnoMed Australia, 20 Clarke Street, Crows Nest, North Sydney Council, New South Wales, Australia, 2065

**Billing Address**

SomnoMed Australia, 20 Clarke Street, Crows Nest, North Sydney Council, New South Wales, Australia, 2065

**Patient**

Nicola Cagney

**Patient Fitting Date**

-

**Shipping Method**

SomnoMed - Shipping

**Payment Method**

Pay on Account

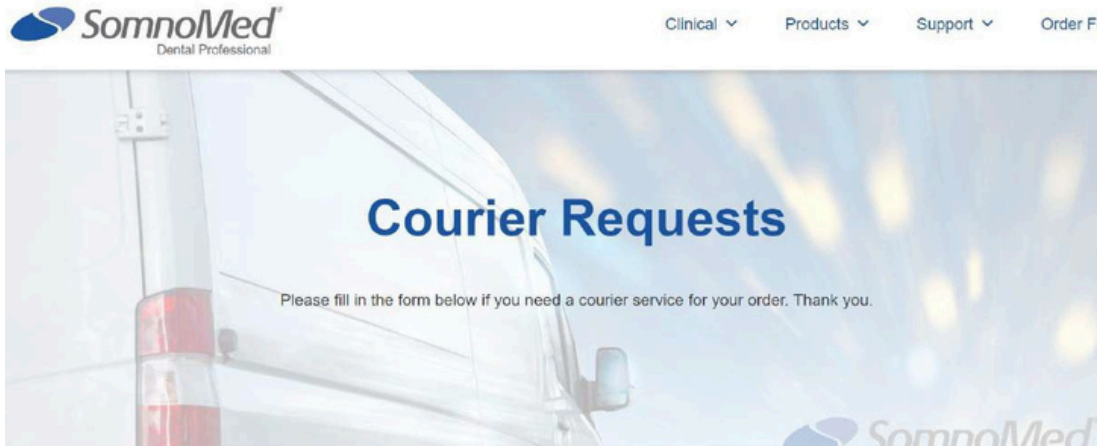
**Case Type**

Return



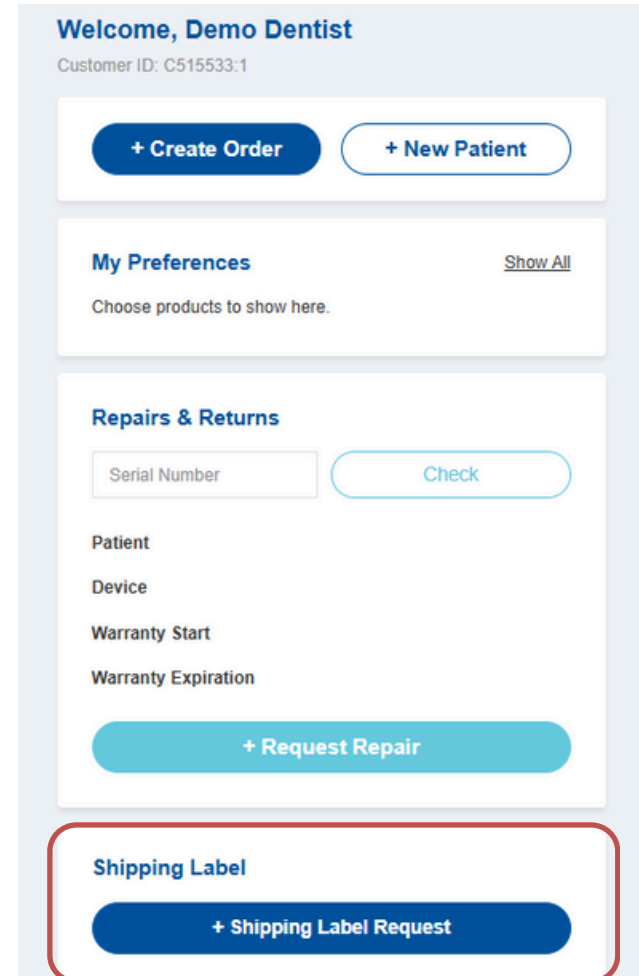
# COURIER PICK UP

## MODELS, IMPRESSIONS OR BROKEN DEVICES




### Courier Request Form (For Dental Practice)

<https://somnomed.com/au/dentists/courier-request/>



If you are sending traditional dental models or impressions to SomnoMed, please print the order detail and include this in your shipment. You can request a courier collection of your models/impressions by completing this online request,

via your SomAccount or simply give us a call on 02 9467 0400 



# TRACK STATUS OF ORDER

Welcome, Demo Dentist  
Customer ID: C515533:1

Search Patients

+ Create Order + New Patient

My Preferences [Show All](#)  
Choose products to show here.

Repairs & Returns

Serial Number

Patient  
Device  
Warranty Start  
Warranty Expiration

6 Paid Orders 5 Unpaid Orders

Saved Orders Open Orders – Paid Open Orders – Unpaid

Date Created	Sales Order #	Patient Name	Status	View Link
04/03/2025	SOAUS0063338	N. Cagney	Pending	<a href="#">View</a>
03/02/2025	SOAUS0063300	M. Lee	Dispatched / Invoiced	<a href="#">View</a>
03/02/2025	SOAUS0063299	J. Nelson	On Hold	<a href="#">View</a>
03/02/2025	SOAUS0063298	D. Ryan	Final QC Pending	<a href="#">View</a>
03/02/2025	SOAUS0063297	R. Barker	Manufacturing	<a href="#">View</a>



## ORDER STATUS

You will also be able to see the status of your lab work in this section – your order will transition from Received, Manufacturing, through to Quality Control, then Invoiced and Dispatched.

If there are any concerns with your order it will be placed on Hold and you will be contacted separately for confirmation.



# HELP & ASSISTANCE

Som ACCOUNT DD Demo Dentist

[Dashboard](#) | [Patient Management](#) | [Order Management](#) | [Products](#) | [Help Centre](#)

**Som ACCOUNT**  
New **Saver** Functionality

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**Welcome, Demo Dentist**  
Customer ID: C515533:1

[+ Create Order](#)[+ New Patient](#)

0 Paid Orders0 Unpaid Orders0 New Transfers

### Contact Us

**Press**

Contact Number:  
**(02) 9467 0400**

Business Hours:  
**9am – 5pm AEST**

**1** SomCentre & Courier Bookings

**2** Customer Service / Lab Support

**3** General Enquiry

[Frequently Asked Questions](#)

[Terms & Conditions](#)

### Have an Online Enquiry?

Email Address

Message

[+ Submit Enquiry](#)

## HELP & ASSISTANCE

If you require any additional help or urgent assistance, please reach out to us in the Help Centre or call us 02 9467 0400

E: [contactaus@somnomed.com](mailto:contactaus@somnomed.com) P: (02) 9467 0400 Lvl 3 20 Clarke Street, Crows Nest 2065, Sydney, Australia