



Policy Created: April 5th, 2022

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Revised By: Ben Weisberg, PX Manager

Policy Orthodontic Experts Gear

Purpose

The purpose of the following policy is to provide OE employees with guidance and information on eligibility requirements and the ordering process.

All OE employees are eligible to order OE Gear at their convenience by utilizing the following [Google Form](#). Payment for the OE Gear will be deducted from the employees' paychecks during the respective payroll period.

Eligibility

All OE employees are eligible to purchase extra OE Gear on their own during each open order cycle.

In order for new hires to be able to order the OE Gear, they will need to wait 30 days and receive approval from their operation managers.

Order Process

OE employees will be able to order their own OE Gear from this [Google Forms Document](#) and the Patient Experience Department will be placing all orders the week before each payroll week.

Waiting time for the apparel can vary by 5-7 business days. The Patient Experience Department will receive all the orders delivered, they will distribute them accordingly, and send an email out to your Operations Managers to pick them up at Mount Prospect.

Employees that submit an order request for OE apparel are authorizing a payroll deduction to be made within the respective payroll period of placing the order. For example, if an order is

placed on Monday, June 20, 2022, employees will see a payroll deduction on their paycheck on check date July 8, 2022. Employees are solely responsible for the payment of their orders. Order totals cannot be broken up into multiple pay periods.

New Hires will need to wait 30 days in order to purchase OE Gear. New Hires will only receive (3) OE T-Shirts on the house from the Support Center during orientation. The rest will need to be purchased by the employee.

Department Heads will need to remind the team members during each new order cycle. An announcement will be sent out by the Patient Experience department during each new order cycle as well.

If you have any questions, please reach out to Ben, our Patient Experience Manager at ben@orthodonticexperts.com

Return Policy: An OE employee can only return their OE Gear if it was paid for and the employee hasn't received it yet. If a refund is requested, the employee will receive an email confirmation sent by the payroll department that the amount deducted will be re-added to the employee's paycheck in the upcoming pay period. The amount will be listed under the deductions section of their paycheck.

To request a refund, please email ben@orthodonticexperts.com with the subject line "OE Gear Refund".