



Q. WHO IS GUARDLAB?

GuardLab is one of the fastest-growing sports technology brands in the world. Now available in schools, we use the very latest in digital scanning and 3D printing to produce the best fitting, highest performing, custom mouthguards on the market today. The result is a new generation of mouthguards that students love to wear and that provides parents with the peace of mind that their child is protected.

Q. WHO MAKES THE GUARDS?

All of our mouthguards are Australian made using the latest technology in our state of the art facility on Collins street in Melbourne, Victoria.

Q. IS THE MOUTHGUARD 3D PRINTED?

Currently 3D printing produces a model, and it is via this model that the mouthguard is constructed - this provides accuracy to 15 microns. However, once the FDA approve the actual 3D printing materials for long term use in the mouth/body, it will be possible to directly 3D print the mouthguards. This will significantly speed up the turnaround times and add a less customisable (at least initially) "value" option to our product range.

Q. WHAT IS THE PROCESS OF GETTING A GUARD?

1. You sign up for the scan day at your school
2. We deploy the GuardLab mobile scan team or a GuardLab certified dentist to your school to take 3D scans of each student.
3. The student's details are entered into our App and we take payment.
4. The student's teeth are 3D printed and the mouthguard is customised for the schools design with their name and phone number (if desired).
5. The final product is shipped directly back to the school for collection.

Q. HOW LONG DOES AN APPOINTMENT TAKE?

The scanning process is very quick and simple. It takes approximately 5 minutes all up, a touch longer if the student has braces. It's pretty cool watching an exact digital replica of your teeth appearing right before you on the screen.

Q. HOW SOON WILL THEY GET THE GUARD?

After they have been scanned, we will deliver the guard within 7 business days to the school. Due to the digital accuracy of the fit, GuardLab ships the final product directly to the school so there is no follow appointment needed.

Q. IF THEY LOSE IT, DO THEY NEED TO BE RESCANNED?

Nope. We keep all the student's digital files in our laboratory, so we can easily make a replacement guard or an additional guard if they decide they want another one for their club or just their own unique design. All you need to do is log into your account and place another order online. If you have a health fund and are eligible for another claim, you will need to contact us first before paying.

Q. WHAT IF THEY HAVE BRACES?

No problem... We can easily make a mouthguard for students who have braces. A much safer and better alternative to going without or wearing a cheap boil and bite product. Sometimes the scan is a little tricky so may take a bit longer, however it is much more accurate than traditional impressions for braces as the impression material gets torn and pulled when it is removed from the mouth. As the teeth are being intentionally moved, re-scans are likely to be needed more frequently, just something to bear in mind.

Q. HOW OFTEN SHOULD YOU GET A NEW MOUTHGUARD?

Your teeth will naturally move a little over time, but certain factors such as growing children, orthodontics and dental treatment will cause the fit to be affected more quickly. Everyone's situation is unique and we make accommodations in our mouthguards where we can. As a general rule, students should get 1 season out of a mouthguard. Studies show that during a season, clenching, chewing and general wear will affect the shape, fit, comfort, protection and performance of a mouthguard to the point where a new one should be made each year.

Q. HOW OFTEN SHOULD THEY BE RESCANNED?

As long as the student has all of their adult teeth, and have not had major dental treatment i.e. crowns, large fillings, extractions or orthodontics, then they do not require a rescan. However, for the best possible fit, they may consider it every couple of years due to natural changes that occur with age. We recommend an annual rescan for young people aged 17 and under, as their jaws continue to grow and shift. Obviously, this will depend somewhat on the child's stage of growth and their dentition.

Q. WHAT ABOUT RETURNING OR EXCHANGING GUARDS?

Your guard is uniquely made just for you and we take pride in delivering a product at the quality you deserve. We will treat all requests for returns or exchanges on a case-by-case basis to help find the best solution for you. We have listed out some of our guidelines in the Terms of Service section if you would like to learn more.

Our Warranty policy is straight forward as we're committed to keeping you protected, always. If your mouthguard wears thin, tears or breaks at any time within the first year, discontinue use and contact us right away. You'll need to send in the defective mouthguard in order to be eligible for a replacement.

Q. ARE GUARDLAB MOUTHGUARDS INSURED?

Yes we have a 5 million dollar insurance policy to cover any damage sustained whilst wearing our guards. Despite offering the best protection, sometimes forces are such, that damage to teeth occurs despite a mouthguard being worn. The impact and severity of the injury however would be considerably worse if a mouthguard was not being worn or a cheaper alternative.

Q. CAN I USE HEALTH INSURANCE TO COVER SOME OF THE COST?

Yes you can. You will need to pay the GuardLab dentist or mobile scan team directly to be able to use your health fund and claim a rebate. Any payments made online via our website cannot be claimed - this is clearly stated online. If you want to know what your rebate will be, please go to www.GuardLab.com.au and click **Health Fund Rebate** at the top and follow the instructions.

Q. HOW MUCH DO GUARDLAB MOUTHGUARDS COST?

GuardLab offers what our athletes believe to be the best fitting, most comfortable and performance enhancing mouthguard on the planet. We are committed to offering a product of the highest quality at an attainable price point for students everywhere.

Our Primary Protection (non-neuromuscular) guard for students 17 and under is **\$149.99 in your school design**. Full individual customisation with logos, fonts, multiple colours etc. is an additional \$20 and only available on additional guards.

Q. CAN I GET A GUARDLAB MOUTHGUARD AT ANY DENTIST?

You can only get GuardLab mouthguards via our Mobile Scan Team or a Certified GuardLab Dentist. These dentists have received the necessary training and have been officially certified by GuardLab. The GuardLab website only displays practices who are official members of GuardLab Dentist Network.

Q. WHAT HAPPENS DURING THE SCANNING PROCESS, DOES IT HURT?

No, it won't hurt and it's very easy; the device is small and comfortably fits in your mouth. The person scanning you will take a few (thousand!) images of your teeth in less than 5 minutes. It's much more fun, comfortable and accurate than having the old style gooey impression material in your mouth.

Q. WHERE CAN I SEE MY ORDER HISTORY OR UPDATE MY SHIPPING ADDRESS?

You simply need to Log into your GuardLab account online whenever you're ready to re-order an additional guard, or to view, or update your account information.

Q. DO I REALLY NEED A CUSTOM MOUTHGUARD? MY BOIL-AND BITE- SEEMS FINE.

Yes you do and no it's not.

The Australian Dental Association has a very strong position on the use of boil and bites. They offer very little protection, have a poor fit and cause difficulty with breathing and speaking.

A well-designed custom dentist guard provides the highest level of protection because its design can be individualised for both the athlete and the sport. The precise 3D scanning ensures an EXCELLENT, snug fit and optimal comfort. This is particularly important for our youth athletes because the comfort of the guard increases the likelihood that it will be worn and not end up tucked in a sock or left in a bag.