

DENTALCALL.IN
PACKING & DISPATCH INSTRUCTIONS FOR VENDORS

1. ORDER ACCEPTANCE

- Review the order immediately upon receipt.
- Verify product, quantity and shipping address.
- Dispatch within 2 working days unless otherwise agreed.

2. PRODUCT CHECK

Before packing:

- Check correct product.
- Check quantity.
- Check expiry date (where applicable).
- Check packaging integrity.
- Ensure product is undamaged.

3. PACKAGING

Products must be packed securely to prevent:

- Breakage
- Leakage
- Moisture damage
- Transit damage

Recommended:

- Bubble wrap for fragile items.
- Corrugated carton for external packaging.
- Void fill where required.
- Tamper-evident sealing tape.

4. DOCUMENTS

Include:

- Product invoice (if required)
- Product literature (if applicable)
- Warranty information (if applicable)

5. SHIPPING LABEL

- Affix courier label clearly.
- Ensure barcode is visible and scannable.
- Do not cover barcode with tape.

6. COURIER BOOKING

- Book shipment through the approved courier process.
- Upload tracking/AWB details to the platform promptly.

7. PROHIBITED ACTIONS

Do NOT:

- Include promotional material for your own website.
- Include alternative contact details intended to bypass DentalCall.
- Contact customers directly except where required for delivery coordination.

8. DELIVERY ISSUES

Notify DentalCall immediately if:

- Product is out of stock.
- Dispatch is delayed.
- Courier pickup fails.
- Package is lost or damaged.

9. PERFORMANCE REQUIREMENTS

Vendors are expected to maintain:

- Dispatch within 2 working days.
- Accurate inventory.
- Low cancellation rates.
- Prompt response to customer issues.

Repeated failure may result in suspension of listings or account review.

Vendor Name: _____

Authorised Signatory: _____

Date: _____