



**Q: How much can I expect to save when ordering through WDSupplySource.com?**

On average, members can save 20 percent or more overall. While every WDA member will pay the same low price, typically distributors charge practices different rates based on a variety of factors. The best way to find out specifically how much you will save is through a personalized price comparison. Simply e-mail or fax us a few of your most recent supply invoices. The WDA Supply Source staff will put together a side-by-side price comparison of the same products you currently order, with an overall total projected savings.

Phone: 844-378-3740 | Fax: 877-372-6433 | support@WDSupplySource.com

Customer support is available Monday-Friday, 8 a.m. - 6 p.m. CST

**Q: What brands do you carry?**

We offer more than 65,000 products from over 500 brands, including 3M and nearly every other major brand in dentistry. There are only a few brands that have exclusive distribution agreements with specific distributors to which we do not yet have access. However, we do carry products from over 60 direct brands that are not sold through your current distributors. These products are shipped directly from the manufacturer to you, saving both time and money.

**Q: Do you sell gray market products?**

Every product offered through WDA Supply Source is delivered direct from the manufacturer or through an authorized U.S. distributor. Prices are lower due to increased efficiencies in our business model, but never because of any compromise on the products or brands we offer. We always seek to provide the lowest possible cost to members by continually increasing efficiency and never cutting corners.

**Q: Do you charge for shipping?**

Shipping is FREE for WDA members on every item, regardless of quantity or order volume.

**Q: Do you collect sales tax?**

Each vendor has their own tax profile and sales tax nexus. As such, we collect sales tax based on the instruction of each individual vendor. Any company with a presence in Wisconsin is required to collect sales tax. In accordance with the Wisconsin Department of Revenue's recent administrative rule pertaining to online and remote sales, the majority of WDA Supply Source sales will include sales tax starting Oct. 1, 2018.

**Q: How long does it typically take for orders to arrive?**

Orders will ship directly from the manufacturers and suppliers, located in various parts of the country. On average, you can expect delivery within 3-5 business days for any in-stock item and typically 1-2 weeks for any special order items.

**Q: What is the return policy?**

WDA Supply Source follows the standard shipping and return policies of each of our vendors. Each vendor's

*FAQs continued...*

shipping and return policies can be found on every product page under the “Shipping and Returns” tab. If you would like to return an item, simply locate that item in your order history, request the return, and follow the prompts. All returns are subject to vendors’ pre-stated policies.

If you need assistance with a product return, please contact WDA Supply Source customer support at 844-378-3740 or [support@WDASupplySource.com](mailto:support@WDASupplySource.com)

**Q: Do you offer billing terms?**

Yes!

If you would like to be set up for billing terms and receive a monthly invoice, simply contact customer support with your WDA/ADA and tax ID numbers after you place your first order. If you prefer, we can keep a credit card on file to auto-pay your monthly statement.

**Q: Do you participate in manufacturer quarterly promotions?**

Yes! Items with the “Buy 2, Get 1 Free” type of promotions offered through any of our vendors will be notated on each product page. Simply purchase the number needed to earn the free item(s) and we’ll take care of the rest. We’ll send your invoice to the manufacturer and the free item(s) will be shipped directly to you. (Allow 6-8 weeks.)

**Q: Ordering supplies online is new to me, is it difficult?**

Online shopping is fast. To help you find the products you regularly order and stay organized, we created the “My List” personalized shopping list. When you send in invoices for a price comparison, we load those items into your “My List.” It’s like taking a list to the grocery store and finding everything on your list is located in a single aisle!

In addition, as you shop, you can continue to add new items to your “My List” to keep the list current. You can also search your order history to find items you have ordered previously and reorder items easily.

**Q: How do I get started?**

Step 1: Log in to [WDASupplySource.com](http://WDASupplySource.com) and register. The site is exclusively available to members of WDA, requiring your WDA/ADA membership number to register. (Still need to renew your membership for 2018 or join? Visit: <https://www.shopwda.org/2018-wda-member-dues/>.)

As you register, you’ll be prompted to create a password for your account and enter basic office information. Be sure to include the e-mail address you would like order confirmation, invoices and shipping information to be sent to.

Step 2: Send in a few of your recent supply invoices for a price comparison to [support@WDASupplySource.com](mailto:support@WDASupplySource.com). When the price comparison is complete, we can load the items into your “My List” to start building that shopping list for you.

**Q. What if I have questions about WDA's involvement with this service?**

WDA Executive Director Mark Paget welcomes members' questions about WDA Supply Source. He can be reached at [mpaget@wda.org](mailto:mpaget@wda.org) or 414-755-4100 (direct dial).