

# Frequently Asked Questions

## I would like more information on the Kaleyedoscope<sup>SM</sup> program. Who should I call?

Please contact your Marchon sales rep or our Online Support Team at 1-800-630-6680.

## I need training on how the Kaleyedoscope program works. Who should I call?

Please contact our Online Support Team at 1-800-630-6680. They can setup a one-on-one screen share to walk you through the program.

## How will I know when a frame needs to be replaced and sold off the board?

If the frame you are ordering has not sold in the past six months or is on backorder, the system will instruct you to remove the frame from the board and send it to the lab for the patient's order. You will be sent a new, top selling frame to fill the board space.

## How will Marchon/Altair know what frames to replace?

Analytics about the market and your practice drive the replacement logic within Kaleyedoscope. Replacement frames are sent to ensure top sellers remain on your board.

## Will I receive free shipping when using the Kaleyedoscope program?

Yes, when Marchon/Altair supplies the frame to a Kaleyedoscope network lab, or when you're prompted to supply the frame from your inventory. If you choose to supply the frame without being prompted, you may be charged a shipping fee for the replacement sent.

## When ordering a frame, will I always be prompted to answer if the frame is on the board?

The system will only ask if a frame is on the board if both

- The frame you are ordering has not been sold in your practice within the last 6 months.
- The frame you are ordering is on record as being part of your frame board inventory.

If the frame is on the board and needs to be replaced, the system will tell you to send your board sample to the lab for the order. Marchon/Altair will ship you a suitable replacement the same day\*.



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## How long does It take for an order to ship to the lab or to my location if I order through the program?

All orders received by Marchon/Altair are treated as Rx Orders, which means they will ship same day\*.

## How many labs can I elect to use for orders?

You can elect to connect your account with as many labs as you choose.

## What if I use a lab that is not currently part of the program, can the lab be added so my orders will qualify for free shipping?

Our list of labs was carefully selected for this program and while we may expand that list in the future, we are not adding any at this time. Please contact your sales rep or the Online Support Team at 1-800-630-6680 for further details on which labs are included in the program.

## Will I still need my rep to place orders?

Your rep is your liaison and is available to help manage your business. They will always support you if you'd like to place additional orders. They will also help give insight into new releases, training on new product lines, and remixing top sellers. Kaleyedoscope will help you be more efficient.

\*Note: Orders will ship the same day if received by 3:00 PM EST.

Thank you for participating in the Kaleyedoscope Program.

Our Online Support Team is available to answer your questions  
**Monday - Friday, 8:30AM EST to 8:00PM EST at 1-800-630-6680**

