

Gameday have provided the answer to some of the questions that they are frequently asked in relation to their custom mouthguards.

1. How do I use the Gameday home impression kit?

The Gameday home impression kit comes with full instructions. Please refer to your kit for written instructions on the fitting process, or you can visit the Gameday mouthguards website to view the video on how to take an impression by [clicking here](#).

2. Why should I avoid cheaper 'Boil and Bite' mouthguards?

What's the different between a health professional custom fitted mouthguard and chemist/sports store boil and bit mouthguard?

The Dental Health Foundation and the Australian Dental Association strongly recommend dental impressions be taken of your teeth. From that mould of your teeth, a professional and individually designed mouthguard can be manufactured, giving your teeth and bones the best chance of surviving a big hit or a wayward ball or stick.

A 'boil and bite' mouthguard is not recommended. They can be difficult to fit with a high risk of burning your mouth. They can be uncomfortable to wear as they may not stay in place, making it almost impossible to talk and breathe. The poorer quality can become hazardous as players have choked during sport after swallowing this type of product. As they do not fit well, the teeth are more prevalent to be knocked out on impact.

To find out more about the benefits of a custom mouthguard, visit the Gameday website by [clicking here](#).

3. How far back should my mouthguard go in my mouth?

A custom fitted mouthguard will only extend to your first molar to assist with breathing and speech.

4. What if my child has braces or a fixed plate?

Children with upper braces or a fixed upper plate cannot use the Gameday Mouthguards DIY home impression process. They'll have to wear a boil and bite style mouthguard until the braces or plate are removed.

5. What if my child has a removeable plate?

Removable plates must be removed before taking the impression and whilst wearing the mouthguard.

6. My child's teeth are still growing. Will the mouthguard fit in a few months?

Throughout the year your child's teeth and bone that supports the teeth are growing, therefore Gameday make allowances in the design of the mouthguard for obvious tooth movement. Your

child will require a new mouthguard every year until they are approximately 15 years of age.

7. My child has an allergy or sensitivity. Can a mouthguard still be worn?

Every case must be considered individually. Please contact the Gameday customer service team at info@gamedaymouthguards.com.au so they can discuss this with you.

8. What if I take a bad dental impression?

The DIY home impression process is very easy if the [instructions](#) are followed. Gameday's technicians will check impression(s) before making any Gameday Mouthguard, however in the rare case of a 'bad impression' Gameday will immediately send another kit free of charge and will fast track the production of your mouthguard.

A spare impression putty is included in all single kits so a second impression can be taken if required. If needed, we're more than happy to keep sending you putty until you get it right.

Before sending your impression in, Gameday suggest emailing in a few pictures of your impression (from a few different angles) to info@gamedaymouthguards.com.au. Gameday can then assess your impression before you send it back.

9. How long will it take to make my Gameday custom-fit mouthguard?

Once your impression is received, your new mouthguard will be made by a qualified dental technician. Due to the impact of COVID-19 it will take 6-10 business days to make and will then depend on your chosen shipping method.

All Gameday deliveries are made via Australia Post. Once you place an order please allow 7 - 15 days for regular shipping, and 2 - 5 business days for express shipping.

You will receive a notification email when Gameday receive your impression and another when your mouthguard is being dispatched.

10. Is there an additional charge for postage?

The cost of purchasing your Gameday mouthguard includes standard delivery of the home impression kit and the completed mouthguard at no extra cost. Please return the completed impression in the pre-paid postage bag included in the kit.

If you received a free Gameday impression kit, please return the completed impression to the free return postal address included in the kit. Your completed mouthguard will then be delivered to your nominated address.

11. What do I do if I lose the pre-paid bag from the impression kit?

Please email info@gamedaymouthguards.com.au.

12. I've ordered a home impression kit using the promotional code found on the nib *Mouthguard* website. How is the kit and final mouthguard sent out?

All home impression kits and mouthguards are dispatched by standard post to your nominated address. Please contact the Gameday customer service team at info@gamedaymouthguards.com.au for further information on your order.

13. Can I change my order once I have placed it?

Gameday won't be able to change the order once in production. Please contact the Gameday customer service team at info@gamedaymouthguards.com.au if you would like to amend your order.

14. I have received my custom-fit mouthguard and the colour is not what I ordered. What do I do?

In the rare situation that your Gameday custom-fit mouthguard has not been made to the specification you requested, please contact the Gameday customer service team at info@gamedaymouthguards.com.au immediately, and they will ensure the issue is rectified for you.

15. I have just received my Gameday custom-fit mouthguard. Do I have to do anything before I wear it for the first time?

Your new Gameday mouthguard arrives disinfected and clean, however we recommend you follow the following steps to ensure the guard is fit for use prior to wearing it as bacteria does dwell on your mouth guard, so it is important to keep it clean at all times.

1. Rinse the device with cold water. Remember not to use hot water.
2. Then, clean it with toothpaste or mild soap. Use a toothbrush with soft bristles and rinse thoroughly.
3. Store it in a proper container. Make sure that it dries before you close the storage.
4. Do not place it in areas receiving direct sunlight.

Once this process has been completed, your guard is ready to wear.

16. What if my custom-fit mouthguard doesn't fit?

It's rare this will happen, but the fit will never be known until you pop the finished custom-fit mouthguard in your mouth. In this case, Gameday will try and fast track the production of a new mouthguard so you don't miss any training sessions or games.

17. What do I do if I have any discomfort wearing my mouthguard?

DO NOT use your mouthguard. Contact Gameday at info@gamedaymouthguards.com.au so that they may further assist you.

18. How do I clean my mouthguard?

After use, wash your mouthguard in cold water. Use your toothbrush to gently scrub it, removing the saliva and any food debris. Cal-Dent cleansing solution should be used once a week to make your mouthguard nice and fresh.

A quick rinse in a non-alcoholic mouthwash will help improve the taste and smell of your mouthguard. Do not use tooth paste or solvents which will abrade. Do not clean with hot water or heat as this will distort the shape of the mouthguard.

19. What happens if my mouthguard is lost?

With the Gameday Pro and Xtreme mouthguards you have the option to have your name and number printed on your mouthguard. That way, if you lose it and someone finds it, they'll hopefully give you a call!

20. How often should I replace my Gameday mouthguard?

Between the ages of 6 to 15, it's recommended you replace your mouthguard every season. Just like your boots.

Once adult teeth are fully erupted, your Gameday mouthguard should be replaced every 2-3 years. The mouthguard will wear down and should be checked every year. Depending on the usage, it may need to be changed within this time.

Signs your mouthguard is not fitting correctly include becoming loose or not fitting up against the teeth and gums or sore spots on your gum.

A good indicator for parents to watch for is when your kid starts pulling the mouthguard out and chewing on it. It's obviously not comfortable anymore and it's time for a replacement.

21. I know another junior sports star who would love to get their hands on a Gameday custom-fit mouthguard. Where can they get one?

They can visit the nib Mouthguard website by clicking [here](#) to get the discount code to receive a 20% off discount on a Gameday custom-fit mouthguard*. They'll need to be quick, as the offer expires on 30 May 2021. Terms and conditions apply. See the nib Mouthguard website for details. The discount is not applicable on shipping. For more information, please contact the Gameday customer service team at info@gamedaymouthguards.com.au.

*Discount applies to mouthguards only. Shipping costs are excluded.

22. Do Gameday Mouthguard offer a warranty?

Yes, Gameday offer a one-year warranty on manufacturing faults. It is very important not to chew on your mouthguard as this will distort the shape. It can also become uncomfortable and reduce the protection your mouthguard offers.

Keep your custom mouthguard in the protective case provided when you are not wearing it and out of direct sunlight. Please note: mouthguards deformed by chewing on them are not covered by Gameday's warranty. For more information on Gameday's warranty and terms & conditions, please [click here](#) or contact their customer service team at info@gamedaymouthguards.com.au.



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