

### **Explanation of Turnaround Times:**

**Composites:**

7 working days\* in lab

**Orthotics:**

10 working days\* in lab

**Diagnostic Wax-ups:**

10 working days\* in lab

**Empress, Eris, P2Z, Cercon, PFM:**

10 working days\* in lab

**Removable Turnaround Times:**

Bite Block - 2 working days\* in lab

Framework - 5 working days\* in lab

Wax Try-In - 3 working days\* in lab

Set-up & Finish - 5 working days\* in lab

**Rush services to be billed at a percentage over our normal fees.**

\*Excluding holidays

\*Please allow 1 day each way for shipping

-Each month we will supply you with a due date calendar that will help with determining the date your cases will be returned.

### **Shipping Procedures:**

You will be supplied with FedEx prepaid air bills, prescriptions, biobags and shipping boxes. When your supply of these items is running low, please call us for refills.

In an effort to keep costs down, whenever possible, please ship several cases in the same package.

Make sure models are inside bubble bags.

Make sure the models are tightly packed. If they move, they will break.

Separate all alginate models from the impressions before shipping, and make sure the bases are thick.

Label all individual slides and/or photos with the Doctor Name and Patient Name.

We hope this will help us to serve you better.

If you have any additional questions regarding shipping, please contact our office.