

Important Packing, Shipping, and Billing Information

Case Preparation

- Inspect the impressions and models for distortions, voids, or insufficient tooth exposure prior to shipping.
- Please sterilize any impressions being sent.
- Send an opposing model and bite registration for cases that involve the occlusion, such as splints or cases with pontics.
- Please write patient's name on all the materials involved with each case.
- If sending a poured model make sure there is a sufficient base to work off of.
- Allow 5 business days plus shipping time, usually 1-2 days, for appliance fabrication. If a faster turnaround is needed please contact us for details.
- Make due date the day before the actual appointment for UPS delivery.

Shipping

- Wrap each model individually with bubble wrap or packing material to protect against breakage.
- If sending an alginate impression, wrap it in a damp paper towel and place in a zip-lock bag with name written on it. Please do not staple the script on the bag.
- Make sure the alginate impression is not soaking wet. This is especially important in the winter as it will freeze and distort.
- Use packing materials to secure all contents in box, such as bubble wrap, peanuts, paper towels, or packing paper.
- Place UPS Return Shipping label on outside of box without any other identifiable labels or barcodes on the box.
- We will include UPS Return Shipping labels in each box we send back. If more are needed, please call.
- If possible, consolidate as many cases in each box if the due dates allow.

Billing

- We bill out all finished cases at the end of the month and send statements via USPS.
- Bills are payable by check or credit card. If paying by credit card please call.
- If billing address is different than the shipping address please let us know.