



General Must Read Information

- I. Shipping
 - a. Your lab pays for shipping to us by FedEx. We pay for shipping to you by UPS.
 - b. We have created an account with FedEx #121317966 to ensure timely and accurate delivery of your cases. We request that you use our FedEx account when sending to us.
 - c. We recommend you use our FedEx import account to ship cases to us. It is best to use FedEx shipping boxes. This way you will avoid added dimensional weight charges. If you choose this method, we will add the cost of the one-way shipment to your invoice.
 - d. For your initial shipment, we pay both inbound and outbound shipping fees, and waive the \$300.00 minimum.

- II. Turnaround
 - a. Please use the turnaround our calendars to determine accurate return dates.
 - b. Return dates are based on the dates we receive the cases, not the dates they are shipped from your laboratory.
 - c. We are not responsible for routine inspections in customs that, although infrequent, can occur and delay turnaround times.
 - d. We cannot provide rush services.

- III. Payment
 - a. We accept either Paypal or a major credit card (Visa, Mastercard, American Express, or Discover) as our only forms of payment transfer.
 - b. We will send you an itemized invoice via email soon after we receive the cases. We will begin processing cases as soon as we

receive them, but will not under any circumstances release the finished products to you until full payment has been made.

IV. Remakes/ Refunds/ Repairs

- a. Remakes and credits are handled on a case by case basis.
- b. If you elect we remake, refund, or repair a case we must receive the original case accompanied by an explanation of the mistake. If you are unable to return the original case to us for any reason (i.e. the patient is using a crown as a temporary), it will be considered a new case and be charged accordingly.
- c. Remakes also require a new impression.
- d. Alterations to original preparation designs will not be considered free remakes.
- e. If you elect us to fabricate on your own model/dies, remakes/credits due to poor fit will not be processed free of charge.

V. Minimum Volume

- a. The minimum combined dollar amount of each shipment (not including the shipping fee) is 300 USD. If the volume doesn't meet this requirement, we will automatically charge your lab 300 USD and proceed.
- b. For your initial shipment, we pay both inbound and outbound shipping fees, and waive the \$300.00 minimum.

VI. Products and Materials

- a. All materials for each product can be provided by email or fax.
- b. We use IPS Classic porcelain for all PFM crowns.