



POLICIES & GUIDELINES

SCHEDULING

Please call before 10 am to schedule a pick-up for that day.

Requested days in lab:

Removable Appliance.....	2 business days
Fixed Appliance.....	2 business days
Functional Appliance.....	3 business days
Splints/Night Guards.....	10 business days
Study Models.....	7 business days
Sports Mouth Guards.....	5 business days

Reminder: Please allow extra time for shipping.

RUSH SERVICE

1-day fabrication.....	20% additional (rush calls must be placed before 10 am)
Same day fabrication.....	30% additional (we request that you pre-schedule)
Rush charge on Night Guards.....	20- 30% (depending on the amount of days in lab)

Please notify us in advance if your rush appliance will need *pontics*.

WARRANTY

- Lifetime warranty on material defects of acrylic and solder joints.
- All wires are warranted for 90 days.

GUARANTEES

All appliances are guaranteed to fit the original model on which it was fabricated before adjustments are made.

- Please return appliance, original work model/models, and the bite registration (if applicable) with an explanation as to the reason for dissatisfaction of unhappy with the fit of the model. Upon receipt, the product will be reviewed by our technical staff.
- The Guarantee is void of the original work model/models (bite registration, if applicable) are not returned.

BILLING AND PAYMENTS

- Each case shipped will include its own invoice.
- Statements are sent at the end of each month and include a summary of invoices for the month.
- Payments are due by the 15th of the month in which the statement is received.
- A 1.5% monthly service charge will incur on all accounts that have outstanding balances over 30 days.
- We accept VISA and MasterCard for your convenience.

SHIPPING

- For those accounts not in our delivery area please allow extra time for shipping.
- For your convenience, shipping boxes and prepaid mailers are provided by us at no extra cost to you.

Free postage (no hidden shipping and handling charges): Use prepaid mailing labels when mailing cases to us. Each case will be returned to you by UPS ground service at our expense. An additional charge will be added to shipping upgrades.