

Turn Around Time

Our first policy is to work with you to serve your patient. We realize that accomplishing this goal sometimes requires each of us working with the patients time needs above ours. For this reason we offer same day turn around for procedures such as relines, repairs, additions to partials, and simple flippers.

Because of the volume we deal with, we can't always guarantee these procedures without advance notice. For this reason, we keep a calendar of "same day" procedures to better serve you.

When you schedule a patient for a same day procedure, give us a call and we'll reserve that time for you and give you a confirmation code that you include in your schedule, ensuring that you get yours back that day. Schedule them early; we need to have them in the lab by 9:30am to get them back to you by 4:00 pm. For most other procedures, an in lab time schedule can be accessed by clicking on "In lab time schedule". The number of days listed do not include the day picked up or the day delivered or weekends.

Warranty Policy

Our warranty philosophy for all appliances is that they will fit the model provided by you. If the fit becomes a concern at the time of try- in there will be no charge for a remake. If this becomes a repeated problem, we will help you to reevaluate your impression procedure to see if we can get the problem resolved. In regards to full dentures, we will guarantee the fit of a proper master impression only. (Properly border molded which includes anatomically necessary features) A preliminary alginate is seldom adequate for a final product. If the fit of a new appliance is questionable, we must be notified at the time of delivery. If the patient is sent home the appliance is considered acceptable. Any decision to remake an appliance must include the lab at the time the decision is made.

One of the repeated issues we have is with temporary acrylic partials delivered at the time of extraction. As healing takes place, the extraction site shrinks and a gap develops which creates a weakness because the tooth (teeth) are now unsupported. For this reason we will guarantee the appliance for only thirty days. Included with each appliance is a reminder to monitor the shrinkage and reline as needed. Acrylic partials should always be considered a temporary measure.

If during any part of the construction phase the lab suspects an inadequate impression, improper bite, or questionable decision on the customer's part, the customer will be notified. If they decide to proceed, it is assumed they will accept full responsibility for that decision, i.e. they will be charged for the remake. We often get requests from customers to skip the try-in phase and go straight to finish. We do not guarantee our work without a try-in to confirm that the patient and doctor are satisfied with the work.

Office Visits

There are times when the patient and doctor are best served by a technician assisting chair side or the patient coming to the lab. In these situations a \$75.00 per hour charge will be added to the total bill.

There are also times when it is necessary for the lab to initiate an office visit for clarification and there is no charge for this.

Payment Of Fees

Payment is required with the case unless other arrangements have been made. We also offer a net 30 days payment service with approved customers. A statement will go out at the beginning of the month for which full payment will be expected by the tenth of the month. If full payment goes beyond thirty days a 2% service charge will be assessed and any future work will be C.O.D. until the balance again returns to a zero balance.