

REMOVABLES APPLIANCES: DENTURES, PARTIALS, NIGHTGUARDS/SPLINTS

Requires Upper and Lower with Bite Registration/Jaw Relations

RELINES – Need a wash impression. (Must schedule in advance and is courier dependent)	Pickup on M, Tu and W only by 9am for appliance return by end of day (5pm) the next day. Additional time required if pickup and delivery by courier
REPAIRS: may need a pickup impression – CALL LAB (Must schedule in advance and is courier dependent)	Pickup on M, Tu and W only by 9am for appliance return by end of day (5pm) the next day. Additional time required if pickup and delivery by courier
CUSTOM TRAY	4 working days in lab
BASEPLATE AND WAX RIMS (BITE BLOCK /OCCLUSAL RIMS)	5 working days in lab
PROCESSED ACRYLIC RPD	10 working days in lab (TOOTH SHADE REQUIRED)
FRAME RPD	15 working days in lab (TOOTH SHADE REQUIRED)
<u>CUSTOM HAND CRAFTED</u> HARD NIGHTGUARD/SPLINT/BRUXISM SPLINT	9 working days in lab
<u>CUSTOM HAND-CRAFTED DENTURE:</u> SET AND WAX FOR TRYIN	9 working days in lab (TOOTH SHADE REQUIRED)
<u>CUSTOM HAND-CRAFTED DENTURE:</u> RESET FOR TRYIN	7 working days in lab
<u>CUSTOM HAND-CRAFTED IMMEDIATE DENTURE</u>	9 working days in lab (TOOTH SHADE REQUIRED)
PROCESS AND FINISH – Dentures, Partial	7-8 working days in lab

ORTHODONTIC APPLIANCES

ACRYLIC REMOVABLE RETAINERS, (HAWLEYS, ETC)	7 working days in lab
INVISIBLE RETAINERS	4 working days in lab
TRADITIONAL BAND EXPANDERS	7 working days in lab
SINTERED (3D PRINTED) BAND APPLIANCES	12 working days (Dictated by UPS and Frame lab requirements)

DIGITAL REMOVABLES CASES: Requires Upper and Lower with Bite Registration/Jaw Relations

DENTURES IN 3 APPOINTMENTS OR LESS (Design – Try-in – Finish)	Depending on how case received: impressions, models, scans
SPLINTS	4 working days in lab
ACRYLIC RPD's etc (Design – Try-in – Finish)	Depending on how case received: impressions, models, scans

A Heartfelt Thank You and a Look Ahead

Important Scheduling, Turnaround, and Holiday Information for 2026

We would like to express our sincere gratitude to all our clients for making 2025 a fantastic year. As we look forward to an even more exciting 2026, we want to ensure your scheduling and logistical needs are met with clarity and efficiency. Please review the following important information regarding our turnaround times and holiday closures to facilitate your planning.

2026 Holiday Schedule

- Memorial Day, May 25th, 2026: Closed
- Independence Day, July 3rd, 2026: Closed
- Labor Day, September 7th, 2026: Closed
- Thanksgiving, November 26-27th, 2026: Closed
- Christmas/New Years, December 24th, 2026 - January 4th, 2027: Closed

Turnaround Times and Scheduling Reminders

- While we strive to meet or surpass our goals for case returns, please note that all turnaround times are approximate only. Weekends, holidays, and courier travel times are not included in our working hours and should not be factored in when arranging patient appointments.
- For cases transported by FedEx, UPS, USPS, or courier, additional time may be necessary due to factors outside of our control. We recommend checking with individual courier services for their specific closure dates and schedules.
- Your office hours should be considered for both delivery and pickup, and we advise scheduling patient appointments accordingly. Early morning appointments, in particular, should be planned with extra care.
- If the date and time of a patient appointment are not provided on the script, we will assume no appointment has been scheduled and will return the case according to our standard turnaround times.
- Should any information be missing on the script, or if the accuracy of impressions or models is in question, we will contact you promptly to resolve the issue. Please note that this may require adjustments to the return date and patient appointment times.
- If there are any changes or adjustments to the patient's appointment date or time, please notify the lab immediately.

Helpful Hints for a Smooth Process

- Provide clear instructions and include drawings when necessary.
- Wrap and pack all items carefully to prevent breakage of models, distortion of impressions, and loss of any parts.
- Ensure models, impressions, and scans are accurate for well-fitting appliances.
- Do not hesitate to have a conversation with the technician if any clarification is needed.
- **Rush cases: will incur an additional fee of 50% of invoice total**