Please allow full working time for each product selected. Working times are NOT guaranteed and do NOT include weekends or holidays. Rush service available on most products but must be prescheduled (see below).

**IN-LAB WORKING TIMES**

- **PFMs/Obsidian Pressed to Metal** .... 5 days
- **Diagnostic Wax-Up** .................. 5 days
- **PFMs w/ attachments** ............. 7 days
- **Custom abutments** ................. 8 days
- **All-ceramic/zirconia restorations** 5 days
- **Full-cast restorations** .............. 5 days
- **Composite restorations** .......... 3 days
- **Fiber-reinforced composites** ...... 5 days
- **BioTemps Provisional** ............. 5 days
- **With cast-metal substructure** ........ 6 days
- **With cast-metal substructure over implant** ........ 6 days
- **Screw-retained over implant** ...... 6 days
- **Smile Transitions appliance** ...... 7 days
- **Transition Crowns & Bridges** .... 6 days
- **Lava** .................................. 5 days
- **PFM ANTERIOR**
  - **POLISHED LABIAL**
  - **POLISHED LABIAL**
- **PFM POSTERIOR**
  - **POLISHED LABIAL**
  - **POLISHED LABIAL**
- **PFM — PORCELAIN LABIAL OR 360° MARGIN**
  - **POLISHED LABIAL**
  - **POLISHED LABIAL**
- **ALL-CERAMIC/COMPOSITE VENEERS**
  - **POLISHED LABIAL**
  - **POLISHED LABIAL**
- **INLAY**
  - **POLISHED LABIAL**
  - **POLISHED LABIAL**
- **ONLAY**
  - **POLISHED LABIAL**
  - **POLISHED LABIAL**

**TERMS AND WARRANTY INFORMATION**

All restorations made in the USA. Only $7 shipping per box EACH way (contiguous U.S. only; shipping charge varies for Alaska, Hawaii and Puerto Rico).

**We honor VISA, MASTERCARD, AMEX and DISCOVER.**

**TERMS:** Cost of collection of any account will be paid by the customer. All accounts are payable within 30 days of statement date. Accounts not paid within the stated terms will be subject to COD status and a late charge of 2 percent of the unpaid balance. Prices subject to change without notice. Fix must be enclosed with original case submission.

**LIMITED WARRANTY/LIMITATION OF LIABILITY.** Glidewell Laboratories ("the lab") warrants that all dental devices (a "device") are made according to your specification and approval in the belief that the device will be useful and MAKES NO OTHER WARRANTIES INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Subject to the return of a device that is placed and then fails, the lab will repair or replace the device without charge for the cost of materials and workmanship or refund the original price paid, at the lab's option, as follows: (1) screw-retained implant abutments up to 20 years (including replacement of a device that was made by the lab that was attached to said abutments and including an Inclusive® Tapered titanium dental implant upon request at no extra charge); (2) porcelain to metal, all ceramic, all metal, single-unit inlay, onlay and crown composite resin final prosthetics, and screw-retained crowns and implant bars, up to seven years; (3) composite resin bridges (excluding Maryland and inlay/onlay bridges) up to five years; (4) Transition Crowns and Bridges® up to two years; (5) dentures and partials including screw-retained dentures but excluding immediate dentures and partials up to one year if the failure is due to defects in materials or workmanship; (6) thermofused appliances and splints if the failure is due to defects in materials or workmanship, provisional, composite resin Maryland and inlay/onlay bridges, up to six months; (7) Smile Transitions™ cosmetic appliances, immediate dentures and partials, flippers, retainers, surgical stents and radiographic guides, and all other dental devices up to 30 days if the failure is due to defects in materials or workmanship. This Warranty is exclusively for your benefit, is not transferable and does not extend to any patients. You agree to pay all other costs of adjustment, repair and replacement of a device. Except where prohibited by law, the lab WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGES ARISING FROM THE USE OF A DEVICE, WHETHER DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL, regardless of the theory asserted, including warranty, contract, negligence or strict liability and if such disclaimer is not permitted by law, the duration of any implied warranty is limited to 90 days from the date of delivery. In the event of a dispute and absent an amicable resolution the parties mutually agree to waive class actions in favor of mandatory individual arbitration of claims under this limited warranty in and in accordance with the laws of California. The lab does not guarantee the performance of independent carriers.

**FOR LAB USE ONLY**

**TELEPHONE CALL RECORD**

- **DR.**
- **ACCT. #**
- **PATIENT NAME**
- **RE:**
- **RESULT**
- **DATE DUE IN OFFICE**
- **DATE OF CALL**
- **INITIALS**

All rush cases must be prescheduled by calling 800-944-7874 before the case is shipped. Time of pickup and delivery may affect turnaround time.