



*Suncoast
Ceramic Studio*

1415 Oakfield Drive • Brandon, Florida 33511

Office: 813-684-1905 • Fax: 813-684-1820

E-mail: scs@suncoastceramic.com • www.suncoastceramic.com



STATEMENT OF POLICIES 2017

1. BUSINESS HOURS

- a. Monday – Thursday 8:00 a.m. to 5:00 p.m.
- b. Friday (Front office only) 8:30 a.m. to 12:00 p.m.
- c. We do not schedule or pick up cases on Fridays; we will receive cases on Friday that are shipped out to us on Thursday.

2. DELIVERY DATES AND SHIPPING INFORMATION

- a. We operate on a scheduling basis. See procedures below:
 - i. Call our office at the time of preplanning, if possible, or time of treatment with the following information:
 - ii. Doctor's office from which you are calling.
 - iii. For local doctors: the date the case will be ready for pick up. For out-of-town doctors: the date you will be shipping the case to us.
 - iv. The tooth number(s) and type of work the doctor is requesting our lab to fulfill on the prescription.
 - v. Any other information that would be helpful when scheduling your case for return; such as, other past work our lab has done on the same patient, if the patient will be bleaching, if the case is a remake, etc...
 - vi. At this point, we will be able to give you a return date. For local doctors, a delivery date indicating delivery by the end of that business day. For out-of-town doctors, a ship out date indicating the date the completed case will be shipped back to you as a ground shipment (unless other arrangements have been made). Please allow ample time for your case to arrive before scheduling your patient.
- b. Implant cases will be prescheduled with a longer turnaround time to allow for the fabrication of custom abutments and/or procuring parts needed to complete model work.

3. RUSH CASES

- a. We understand that emergency situations occur and we will do our best to deliver these priority cases to meet your patient's time schedule. Please call our office to discuss special arrangements. Depending on our schedule a rush fee of \$45 per unit may be charged on any cases that will be in house less than 6 business days. There may also be times that we cannot "squeeze" in any more units due to our already overbooked schedule.



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4. DELIVERY/SHIP DATE DELAYS

- a. Rarely, problems may occur during the fabrication process and we may need to call your office to delay a case. We would greatly appreciate your understanding if this happens. We wish only to deliver you the best product possible and we will do everything within our power to get your case(s) to you on time.
- b. It is extremely important that the prescheduling information listed previously is accurate for your return date to be kept. If we receive a case with more units or a different material requested than originally prescheduled, your return date may need to be adjusted.
- c. **OUT-OF-TOWN ACCOUNTS:**
We will cover any fees incurred when using ground shipping via UPS Vendor Connect. UPS Vendor Connect enables your office to print shipping labels by logging in to our account with a user ID and password provided to you by Suncoast Ceramic Studio. The costs are conveniently charged to our account. Feel free to call us for details and assistance with enrolling. If you need to send a case to us quickly, you may do so by any means you wish, however, the associated fees will not be covered. When quicker return shipping services are requested, there will be an additional \$25 fee applied to your account to cover associated costs on our end.

5. PAYMENT INFORMATION

- a. A valid credit card is required for all accounts.
- b. Billing statements go out on the first day of the month with payment due by the 10th; and considered past due after our last business day of the month.
- c. 2% discount: To be eligible to receive the 2% discount your statement balance must be paid in full on or before the 10th.
- d. American Express, Discover, Visa and MasterCard are the preferred method of payment. However, business checks are accepted. To set up automatic credit card payments on the 1st or 10th please fill out and return the Credit Card Authorization Form attached.
- e. There is a 1.5% finance charge on all accounts that are 30 days past due. If your account becomes delinquent we will stop work on all cases that are in our lab until the account has been satisfied. This would delay the delivery of the already prescheduled cases. New return dates would be given upon receipt of payment.



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6. REMAKES & ADJUSTMENTS

- a. We try to minimize your chair time. Each impression is carefully checked. If a problem is suspected, we will request a decision from you before proceeding. If you approve the work in progress and advise us to continue without any correction on your part, any future remakes of such cases will be at *FULL COST* to you.
- b. When a new impression is received with a remake, there will be a 100% remake charge. We work very hard at fitting the model created from your impression.
- c. Suncoast Ceramic Studio will take responsibility of any remakes due to lab oversights.
- d. A change of shade:
 - i. Requiring porcelain to be removed from a metal coping will be billed at a veneering price of \$100 per unit.
 - ii. Requiring a complete remake of an all porcelain restoration will be billed at 75% of the original restoration fee.
- e. All other **minor** alterations such as contacts and occlusal adjustments will be the responsibility of the lab.
- f. For credit on remakes, **all** models (new & old) and the crown(s) must be returned for evaluation. We recommend that you keep your model work, or have your patient keep the model work, for a period of 3 years for warranty purposes.
- g. If a restoration is fabricated to the doctor's original bite and requires mounting to a new bite, there will be a charge of \$25 per hour with a one hour minimum.

7. INFECTION CONTROL

- a. We protect you and your patients by exceeding governmental standards. *Please* disinfect all cases before sending to us.



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8. DISCOUNT POLICY

- a. Dentist personal restoration(s) 25% discount*
- b. Dentist's immediate family (spouse, children) 15% discount*
- c. Dental staff 10% discount*
 - i. Discounts apply only to labor. (Parts ordered and alloy are not discountable)
 - ii. Diagnostic Wax ups are not discountable.
 - iii. Applicable only to accounts in good standing with a minimum average monthly sale of \$1200 for six (6) consecutive months prior to the discount request.

I have read, understand and agree to the policies of Suncoast Ceramic Studio.

Signature

Date

Print Name