

In-Lab Turnaround

Working days do not include pick-up, delivery or mail days. Rush cases are subject to department manager approval.
5-day turnaround on most restorations up to ten units! (Except Oral Arts Select...See Schedule)

Crown & Bridge

Element-Z, Ultra-Z Esthetic, Tetra-Z, or LiSi Press.....	5 Days
1-10 Units PFM	5 Days
11 or more Units	7 Days
Full Cast	3 Days
Custom Titanium or Zirconia Abutment only.....	5 Days
Custom Ti or Zr Abutment with Crown	10 Days
Select 1-12 Units	10 Days
Select Larger Cases	Call for schedule

Crown & Bridge Rush Charges

24 Hour, In House	100.00 per unit
48 Hour, In House	75.00 per unit
72 Hour, In House	50.00 per unit

Select™ Rush Charges

8 Days, In House	50.00 per unit
7 Days, In House	75.00 per unit
6 Days, In House	100.00 per unit
Anything less than 6 days <i>cannot</i> be done.	

Denture / Acrylic Partial

Denture Set-Up, Process & Finish.....	5 Days
Acrylic Partial Set-Up, Process & Finish (Flipper, Temp, Interim).....	5 Days
Reset & Process	5 Days
Set-Up / Try-In.....	3 Days
Process & Finish.....	3 Days
Reset & Try-In	3 Days

Denture / Acrylic Partial (Continued)

Bite Block with Processed Base	4 Days
Design with Wax Rim or Custom Tray.....	3 Days
Custom Tray or Wax Rim	2 Days
Rebase or Reline	2 Days
Acrylic Repair	2 Days
Add Tooth	2 Days
TrueFit Denture Set-Up, Process & Finish.....	5 Days
TrueSplint Set-Up, Process & Finish.....	5 Days

Cast Partial

Set-Up, Process & Finish.....	10 Days
Framework with Set-Up / Try in.....	8 Days
Framework with Bite Rim.....	7 Days
Framework Only.....	5 Days
Laser Weld (Repairing Metal on Partial)	3 Days
Repair	3 Days
Design	2 Days

Metal Combo

Set-Up, Process & Finish.....	11 Days
Set-Up & Try-In.....	9 Days
with Bite Rim.....	7 Days
Metal Combo Framework.....	5 Days

Flexible Partial

Set-Up, Process & Finish.....	6 Days
Set-Up / Try-In.....	3 Days
Reset & Process	6 Days
Process & Finish.....	3 Days
Reset & Tryin	3 Days
Reline or Rebase.....	4 Days
Repair	3 Days
Add Tooth	3 Days

Gasket Partial

Set-Up, Process & Finish.....	8 Days
Process & Finish (From Wax try-in).....	5 Days

Orthodontics

Ortho Appliances	5 Days
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Splints & Mouthguards

IvoBase Clear Injection Splint	5 Days
Comfort H/S	5 Days
AstronCLEAR/AstronCOLOR.....	5 Days

Sleep Apnea Devices

Myerson EMA	5 Days
DreamTAP.....	5 Days

Removable & Ortho Rush Charge

Rush beyond normal time schedule.....	50.00 per case
Removable & Ortho digitally submitted cases...	+1 Day

Warranty and Policies, Shipping Policy

Doctors: Free Inbound shipping! You have several convenient options when shipping your cases; choose from our local courier service in areas where applicable, FedEx, or UPS. We will provide you with complimentary airbills, packing materials, and boxes. This policy does not apply to overnight deliveries, weekend pickups, or insurance coverage. In these situations, which, are at doctor's request, or for accounts outside the Continental U.S., Oral Arts will bill your account for any additional shipping charges that were incurred. For your free shipping kit, within Continental US, please call our marketing department toll-free at 1-800-354-2075.

Financing: Oral Arts offers you the convenience of a monthly open account on all of your casework. Invoices are sent with cases and statements are mailed on the last business day of the month. The statement balance is due and payable by the fifteenth of the following. A service charge of 1.5% per month (annual rate of 18%) will be applied to any unpaid balance. Any costs associated with collecting an unpaid balance, including legal fees, will be charged to the customer. Accounts with outstanding balances of over 45 days will be converted to a C.O.D. basis.

Limited Warranty and Zirconia Lifetime Warranty/Limitation of Liability: Oral Arts 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. This Limited Warranty and Limitation of Liability ("Agreement") will be extended with the presentation of a verified proof-of-purchase, which includes an original invoice number/date, patient's name and the original model. This limited warranty extends only to the original purchaser of a device, is not transferable, and does not extend to patients or other individuals and/or entities to whom the device(s) is/are sold, implanted, inserted or delivered. Subject to the return of a device that is placed and then fails due to defects in materials or workmanship, the lab will repair or remake the device without charge or for a partial charge based on original invoice price, at the lab's option, as follows: (1) Monolithic Zirconia restorations are warranted for the life of the patient originally receiving the restoration from the date of placement. This limited lifetime warranty shall apply to the original purchaser only and is not transferable. Porcelain to metal restorations, all porcelain restorations, porcelain to zirconia, all metal restorations, single-unit inlays, onlays, and screw-retained titanium or zirconia abutments (excluding abutments with angulations greater than 20 degrees), up to seven years; (2) dentures and partials but excluding immediate dentures, up to one year; (3) Removable and fixed orthodontic appliances, thermoformed appliances, acrylic temporaries, acetyl resin appliances, immediate dentures, flippers, surgical and radiographic guides, and all other dental devices for up to 30 days. Splints up to 6 months, TrueSplint 3D Printed Splint up to 30 days. Sleep apnea devices are covered up to 1 year, SomnoDent appliances are not covered by warranty. (4) Flexible partials up to 6 months only if 5mm or more of Vertical Dimension of Occlusion exists. (5) Screw-Retained Acrylic Hybrid, Zirconia Hybrid, and BioLogic Hybrid will be remade at no charge due to poor fit only if the prosthesis does not fit the model and the model has been returned with the prosthesis for remake. Lab is not liable for all other costs of adjustment, repair and replacement of the device. If the prosthesis breaks during the delivery appointment and the lab's screw-retained hybrid protocol for verification jig was not followed, warranty is voided. Screw-Retained Acrylic Hybrid up to 30 days for failure of acrylic or denture teeth, titanium bar against breakage up to 5 years. Zirconia Hybrid against breakage of Zirconia up to 7 years. Trilor PMMA Hybrid warranty for up to 5 years. BioLogic Hybrid internal bar structure failure up to 3 years, individual crowns up to 7 years. This warranty does not apply if the models were not verified using an intra orally luted verification jig. 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. The lab does not guarantee the performance of independent carriers. Oral Arts will only accept returns of implant parts on un-opened packages with the product in its original condition. The parties to this Agreement mutually agree to waive any and all class actions in favor of mandatory individual arbitration of all claims arising out of, or related to, this Agreement. Any controversy or claim arising out of, or relating to, this Agreement, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association. The place of the arbitration shall be Huntsville, Alabama and Alabama state law shall apply.

All Ceramic Tooth Prep

