



We are so happy to hear that you are open!

COVID-19 Update 5/7/20

We want to inform you of our policies as we begin to move forward to a "New Normal" with you.

Products and Services

- In an effort to continue to streamline our processes we are going METAL FREE.
- **Products Available:** DurusZ (medium translucent zirconia), DurusZ HT (high translucent zirconia) and e.max (lithium disilicate) restorations are available along with custom abutments (screw-retained and cementable), diagnostics and temporaries.
 - Cementation for zirconia is comparable to PFM's
 - Prep design is similar to PFM's with at least .6mm thickness as a minimum
 - 3mm prep height is desirable for retention
 - Better vitality is the end result
 - No additional metal cost
- **In Lab Shade Consultations:** We are continuing to postpone shade consultations until June 1 or when the Florida Governor fully opens the state. If you need help on how to take photos and send us the information needed for us to match a difficult shade we are happy to assist. Give us a call 813-684-1905!

Pick Up & Deliveries Via UPS For All Accounts

- We will continue using UPS shipping for both incoming and outgoing cases for all accounts. We will provide pre-addressed, pre-paid UPS shipping labels as you need them. Please e-mail SCS@suncoastceramic.com with your request. We will reply to your e-mail and attach multiple shipping labels for you to print as you need them.
- **Pick Ups:** Call 813-684-1905 to pre-schedule your case as normal and receive your ship out date. We will then issue a UPS pick up request directly to your office (A UPS driver will come to you to pick up your case). A two hour window is required from UPS to pick up the same day. You may also utilize UPS drop off sites near you. Click to find [UPS Drop Off Near Me](#). We will receive your case the next business day to start production.
 - *Please be respectful of UPS and the 2 hour pick up window time frame. If you won't be available during the window that was scheduled for your pick*

up please let us know so we can cancel it.

- **Deliveries:** We will ship your completed cases via UPS and you will receive them the next business day. Please do not appoint on the receive day. The case will arrive by the end of your business day. Next Day Air shipping (recieve by 10:30 a.m.) is availble upon special request with an additional fee of \$50.
- **Shipping Supplies:** If you need boxes please e-mail SCS@suncoastceramic.com with your request and we will send them via UPS for you to receive the next business day.

Payment Policy and 3 Month Promotion

- **Payment Policy:** We are asking that all statements be paid in full by the 10th via credit card processing. Most of our accounts already utilize this procedure. Please click the link for our [Credit Card Authorization Form](#).
- **3 Month Promotion:** For the statement months of May, June and July we will be offering a **10% discount off of your entire statement** if you are set up with auto pay via credit card on the 1st or 10th. August statements will go back to our normal 2% discount. **May statments are due on June 10th. June due on July 10th. July due on August 10th.*
- **Statements:** Statements are processed on our last business day of the month. All statements will be e-mailed. We will not be sending hard copies via USPS. If you would like your statements e-mailed to a specific address please send an e-mail to SCS@suncoastceramic.com to provide that information.
- **Statement Dates:** May 29th, June 30th, July 31st, August 31st, September 30th, October 30th, November 30th, December 30th (tentative and may change).

Upcoming Holidays SCS will be closed

- Memorial Day: Friday, May 22 & Monday, May 25
- Independence Day: Friday, July 3

Office Hours through May 31st
Monday - Thursday 9 a.m. - 4 p.m.
Friday - 9 a.m. - 1 p.m.

Warmest Regards,
Suncoast Ceramic Studio Team
C/O:
Teresa Padilla, CDT & Rachel Powledge

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