



*Suncoast  
Ceramic Studio*

1415 Oakfield Drive • Brandon, Florida 33511

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

E-mail: [scs@suncoastceramic.com](mailto:scs@suncoastceramic.com) • [www.suncoastceramic.com](http://www.suncoastceramic.com)



## **STATEMENT OF POLICIES 2020**

### **1. BUSINESS HOURS**

- a. Monday – Thursday 9:00 a.m. to 4:00 p.m.
- b. Friday 9:00 a.m. to 1:00 p.m.

### **2. SCHEDULING & 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. 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 ship out date indicating the date the completed case will be shipped back to you as a ground shipment. 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.
- c. We pay for both incoming and outgoing shipping one time per case or box if multiple cases are shipped together. Please call our office @ 813-684-1905 and request shipping labels. We will e-mail you 5-10 labels at a time. You may also request them online by visiting [suncoastceramic.com/shipping-label/](http://suncoastceramic.com/shipping-label/). You will need your account number to request labels from our website.
  - i. If additional shipping is requested, such as doctor request to die trim or evaluate the case, an additional \$24 will be charged to cover the extra shipping fees.



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### **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 5 business days. There may also be times that we cannot "squeeze" in any more units due to our already overbooked schedule.

### **4. 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.

### **5. PAYMENT INFORMATION**

- a. A valid credit card is required for all accounts.
- b. Billing statements will be e-mailed out on our last business day of the month with payment due by the 10<sup>th</sup>; 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 10<sup>th</sup> via automatic credit card payment.
- 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 10<sup>th</sup> 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 requiring a remake will be billed out at 100% full charge. If we can adjust it no charge will be incurred.
- 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.

### 7. INFECTION CONTROL

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

### 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.

\*By sending us your cases you agree to the policies stated above