



*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 as of 4/1/2022

1. FRONT OFFICE PHONE HOURS

- a. Monday – Thursday 9:00 a.m. to 4:00 p.m. (Lunch 12-1)
- b. Friday 9:00 a.m. to 1:00 p.m.

2. SCHEDULING TO RECEIVE A SHIP DATE

- a. We operate on a scheduling basis. Please follow the procedure below:
 - i. Call our office at the time of preplanning, if possible, or time of treatment with the following information:
 - ii. Doctor's name.
 - 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, 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 with UPS. 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. Must be prearranged per the procedure above.
- b. We understand that emergency situations occur, and we will do our best to deliver these priority cases to meet your patient's time schedule. Depending on our schedule a rush fee of \$45 per unit may be charged on cases that do not fit within our normal scheduling system. There may be times that we cannot "squeeze" in any more units due to our current schedule.



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4. SENDING PHOTOS OR ADDITIONAL CASE INFORMATION

- a. Photos: e-mail to SCS@SuncoastCeramic.com; Include doctor name, patient last name and first initial.
- b. Digital .stl files: We accept 3Shape Trios, Medit and iTero intra oral scans.
- c. Dropbox: If you prefer to send us an .stl file from another IOS (intra oral scanner) system, we are able to receive a shared file through Dropbox to SCSCAD@suncoastceramic.com. Please call to let us know that we should be expecting it. Please upload a detailed prescription with you file.

5. SHIPPING

- a. UPS is our shipping carrier of choice.
- b. We pay for both incoming and outgoing UPS shipping **one time** per case or box if multiple cases are shipped together.
- c. Please call our office to request UPS shipping labels. We will e-mail you 5-10 labels at a time. Please do not re-use the labels.
- d. You may also request labels online by visiting suncoastceramic.com/shipping-label/. You will need your account number to request labels from our website.
- e. If additional shipping is requested, such as doctor request to die trim or evaluate a case, an additional \$26 will be charged to cover the extra shipping fees.
- f. UPS Next Day Air shipping is available at an additional fee of \$75.
- g. Once your case/s are complete you will receive an e-mail notification from UPS with the tracking information.

6. SHIPPING DELAYS

- a. On occasion you may experience UPS shipping delays due to uncontrollable circumstances, such as weather, mechanical issues, high-volume seasons, and even a miss-routed package. Please use the tracking number that is e-mailed to you to make sure your case is on schedule. We receive tracking notices and will attempt to notify you in advance of any delays.
- b. If we receive a case with more units or a different material requested than originally prescheduled, the return date may need to be adjusted. We will call with the new ship date on the day we receive the case.
- c. 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. We wish only to deliver you the best product possible.



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7. PAYMENT

- 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 10th; and considered past due after our last business day of the month.
- c. Statement Dates for 2022: 1/31, 2/28, 3/31, 4/29, 5/31, 6/30, 7/29, 8/31, 9/30, 10/31, 11/30, 12/22
- d. 2% discount: To be eligible to receive the 2% discount your statement balance must be paid in full on or before the 10th via automatic credit card payment. To set up automatic credit card payments on the 10th please fill out and return the Credit Card Authorization Form.
- e. American Express, Discover, Visa and MasterCard are the preferred method of payment. However, business checks are accepted.
- f. 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.
- g. Client agrees to pay any collection costs incurred in the collection of any delinquent account, including reasonable attorney fees.

8. REMAKES & ADJUSTMENTS

- a. Our goal is to make your seat appointments quick and easy by minimizing your chair time. By sending us your signed prescription you are approving that your impressions, bite and opposing are accurate.
- b. 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 full cost.
- c. When a new impression is received with a remake, there will be a full charge for remaking the case.
- d. A change of shade requiring a remake will be billed at full charge. If we can simply adjust it no charge will be incurred.
- e. Adjustments: SCS will make minor alterations.
- f. For remakes to be warranted, **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.



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9. IMPLANT ADJUSTMENTS

- a. Screw retained implant adjustments will incur a separation and recement fee of \$75 per fixture

10. INFECTION CONTROL

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

11. 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 case/s and Rx you agree to the policies stated above.