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## Sending Cases

1. Prescription(Rx) pads can be ordered by calling (800) 426-2965 or they are available to print on our website at <http://www.masondentallab.com/shipping>.
2. Fill out the Rx completely, including the doctor's name, dental office name (if different from the doctor's name) address, city, state, zip code, telephone number, patient name, etc. Also identify the type of prosthetic desired and any relevant information such as shade, materials, unusual design aspects and any other special instructions required to insure that you receive the result you are looking for.
3. Prior to dismissing the patient inspect the impression for any defects and re-take if necessary. Unreadable impressions will be returned to your office.
4. Rinse and disinfect the impression according to OSHA standards prior to packaging for shipment.
5. Place all components for each case in a re-sealable plastic bag (Zip-Loc, etc.). Small items such as: shade tabs, ramitec impressions, implant parts, etc. should be put in a small box or envelope prior to placing in the plastic bag to prevent them from getting lost. If multiple cases are being sent, please make sure that each case is easily identifiable.
6. All stone models should be wrapped in protective padding to insure safe delivery.
7. Local dental offices should place the packaged cases into a shipping envelope (call our office for these) and call the lab to schedule a pick-up.
8. For dental offices outside of our local delivery area we will supply pre-paid shipping labels and boxes for shipping.
9. All of our shipping outside of our local delivery area is handled by DHL and FedEx.
10. For more information please call us at (800) 426-2965 and ask for the Shipping & Receiving Dept.