

Things to remember, to help us better serve you (Local):

- Fill out lab slips completely.
- Please, use biohazard bags, and place lab slip in document pouch.
- When calling in for a RUSH case pickup, please state that the pickup is for a RUSH case.
- Be certain to include the appointment time.

****Cottonwood Lab offers DISCOUNTS for RUSH appliances*
(if you call 3 days in advance)***

(\$10 dollar discount given to same days and next days, 2 day rushes are free!)

Pickups- Deliveries- Rushes

(Including *Same Day Deliveries*)

- Cottonwood Lab offers standard orthodontic **local 4 day turnaround**.
That's 1 day for pickup + 3 full business days in lab.
- All pickups made within 24 hours.
- Pickups called in after 2:00 PM will be picked up the following business day.

If you call Monday before 2:00 PM, your orthodontic case will be delivered by Thursday, after 5:00 PM.

If you call Monday after 2:00 PM, your case will be returned by Friday, after 5:00 PM.

- RUSH orthodontic cases for the *same day* should be called in by 10:00 AM, and will be returned to you 4:00 PM.
- RUSH orthodontic cases for the *next day* should be called in by 2:00 PM and will be delivered by 4:00 PM the next business day.

If no appointment time is established, appliance could be delivered at any time of the day.

To receive our "On Time Guarantee**", all of the above Cottonwood procedures and guidelines should be observed.**

We are flexible. If you have a special situation, we are more than happy to accommodate you where we can.

"We'll make it Right"