<table>
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<th>DOCTOR NOTES</th>
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<th>SHADE INSTRUCTIONS</th>
<th>ITEMS ENCLOSED</th>
<th>ADDITIONAL NOTES</th>
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<tr>
<td>Singles ______ Bridge ______ Pontic # ______</td>
<td>None [ ]</td>
<td>VITA®-Classic ______</td>
<td>Photos [ ]</td>
<td>IF OCCLUSAL CLEARANCE IS NEEDED</td>
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<td></td>
<td>Light [ ]</td>
<td>VITA® 3D Master ______</td>
<td>Analog [ ]</td>
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<td></td>
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<td>Stump Shade ______</td>
<td>Model [ ]</td>
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<td>Custom ______</td>
<td>Impression [ ]</td>
<td>Mailing Labels [ ]</td>
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<td>Patient Phone ______</td>
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<td>Implant Parts [ ]</td>
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<td>Surgeon Letter [ ]</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Other ______</td>
<td></td>
</tr>
<tr>
<td>Case Due Date</td>
<td>Case Pan #</td>
<td>Dentist Signature</td>
<td>License #</td>
<td>Thank you!</td>
</tr>
</tbody>
</table>

Tell Us How You Like It!

**SHADE INSTRUCTIONS**
- VITA®-Classic ______
- VITA® 3D Master ______
- Stump Shade ______
- Custom ______
- Patient Phone ______

**OCCLUSIONAL STAINING**
- None [ ]
- Light [ ]
- Heavy [ ]

**FULL CAST**
- Noble Yellow [ ]
- Noble White [ ]
- High Noble White [ ]
- Yellow Noble [ ]

**PONTIC DESIGN**
- Modified Ridge Lap [ ]
- Full Ridge Lap [ ]
- Sanitary [ ]
- Bullet [ ]
- Ovate [ ]

**IMPLANTS**
- Full-Contour Zirconia [ ]
- IPS e.max [ ]
- PFZ- Porcelain-Fused-to-Zirconia [ ]

**ALL CERAMICS**
- FCZ- Full-Contour Zirconia [ ]
- IPS e.max® [ ]
- PFZ- Porcelain-Fused-to-Zirconia [ ]

**PFM**
- Non-Precious [ ]
- Noble White [ ]
- High Noble White [ ]
- Gold Anodized [ ]

**IMPLANT MANUFACTURER**
- Size/Platform ______
- Surgen Letter w/Case [ ]
- OEM (Default) or [ ] 3rd Party

**REMOVABLES & APPLIANCES**
- Carbon 3D Digital Denture [ ]
- Full Denture [ ]
- Locator-Retained [ ]
- Bar-Retained [ ]
- Screw-Retained Hybrid [ ]
- DuraFlex™ Flexible Partial [ ]
- Cast Framework Max_______Mand_______ [ ]
- Frame Try-in [ ]
- Process/Finish [ ]
- Custom Tray [ ]
- Baseplate/Wax Rim [ ]
- Flipper - Teeth ______ Clasp ______
- ClearSplint [ ]
- DualGuard [ ]
- Night Guard - Clear/Hard [ ]
- Bleaching Tray [ ]
- 1.0 ml Clear Ortho Retainer [ ]
- Space Maintainer [ ]
- Ortho Retainer [ ]

**Buccal Collar Design**
- Harline or ____mm Buccal [ ]
- Porcelain Butt Margin [ ]

**Metal Design**
- Full Porcelain [ ]
- Lingual Collar [ ]
- Metal Occlusal/Lingual [ ]
- Metal Occl./Ling. w Collar [ ]

**PMMA TEMPS**
- Diagnostic Wax-Up [ ]
- Abutments #’s [ ]
- Wire [ ]
- Cast Metal Frame [ ]
- Splinted [ ]
- Individual [ ]

**Additional Notes**
- IF OCCLUSAL CLEARANCE IS NEEDED
- Reduce Opposing [ ]
- Reduction Coping [ ]
- Call Doctor [ ]

Please see reverse side for payment terms and policies.
PAYMENT TERMS
Each case will be returned with an invoice. A statement will be provided at the end of each month. Payment of the statement balance is due by the 15th day of the month. Service and interest charges may be added to past due accounts.

A credit card is required on file, but will not be used to make payment on the account without notice. If an account becomes more than 90 days past due, and there is no contact from the office – the balance due will be placed on the card.

We accept cash, check and all major credit cards – call our office to inquire about automatic credit card payments.

REFUND POLICY
The cost of fabricating Castable Ceramics Dental Laboratory restorations cannot be refunded. A credit may be issued by Castable Ceramics Dental Laboratory directly to a customer’s account when cases do not meet our expected standards for quality, function and aesthetics. Services fees and parts fees are not refundable unless the product can be returned to the retailer for credit. Refunds on implant components are pursuant to the individual manufacturer return and warranty policies.

REMAKE POLICY
As a lab, we view ourselves as a member of your dental team, and we intend to do our part in being a good team member. All remakes will be at no charge except under the following circumstances:

1. Castable Ceramics Dental Laboratory inquired about the die, margin or impression. However, the customer approved and requested completion of the case.

2. Castable Ceramics Dental Laboratory requested a try-in, but the customer declined and asked for a completed case.

3. The teeth are re-prepared.

4. There is a shade change/correction different from the original request.

RETURN POLICY
For eligible remakes without the original case, Castable Ceramics Dental Laboratory shall remake these cases at 100% of the retail price of the restoration at the time the request is made. If the original model and dental restoration are returned within 60 days from the original invoice date, Castable Ceramics Dental Laboratory will issue a 100% credit to the customer’s Castable Ceramics Dental Laboratory account. In order to receive a credit for work that is returned, Castable Ceramics Dental Laboratory must be given the opportunity to fix or replace the original restoration. If cases are returned without the opportunity to fix or remake, alloy charges will be refunded but the porcelain and labor charges will remain on the account.