



Outsource Advantage Dental Lab

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SHIPPING DELAY POLICY

Purpose

To provide clarity regarding delays in shipments due to unforeseen events beyond the control of Outsource Advantage Dental Lab, including but not limited to natural disasters, extreme weather, customs inspections, and other external factors.

Policy Overview

While Outsource Advantage Dental Lab strives to ensure all shipments are delivered on time, certain circumstances beyond our control may occasionally result in unavoidable delays. This policy outlines the types of delays considered outside our control and the steps Outsource Advantage Dental Lab will take in such instances to minimize inconvenience to our customers.

Uncontrollable Delays Include

Acts of God or Natural Disasters

Events such as earthquakes, floods, hurricanes, tornadoes, and other natural disasters that disrupt transportation routes or impact shipping services.

Severe Weather Conditions

Weather events that make it unsafe or impossible for carriers to transport shipments, including snowstorms, thunderstorms, or other extreme weather.

Customs and Regulatory Delays

Shipments crossing international borders are subject to inspection and processing by customs authorities. Delays may occur due to customs clearance procedures, additional inspection requirements, or regulatory compliance checks.

Political Events and Civil Disruptions

Situations such as strikes, protests, governmental actions, or political instability that interfere with normal shipping and delivery operations.

Additional Information or Clarification Required

A case may be placed on hold if we require additional instructions regarding design, material, or shade selection; clarification on impressions, scans, or bite registrations; completion of missing or incomplete case information; or approval for changes or modifications.

The production timeline will be paused until the requested information is provided. Once all necessary details are received, the case will be reinserted into the production schedule, and a revised estimated completion date will be communicated. It is the responsibility of the submitting dental office to provide timely responses to avoid unnecessary delays. Outsource Advantage Dental Lab is not liable for missed deadlines resulting from incomplete or unclear case information.

Carrier Delays

Delays caused by the carrier's logistical challenges, scheduling issues, or unexpected backlogs may impact delivery times despite our best efforts to plan accordingly.

SHIPPING DELAY POLICY (CONTINUED)

Customer Communication and Support

Notification of Delay

If a shipment is delayed due to any of the reasons listed above, Outsource Advantage Dental Lab will promptly inform the customer, providing an estimated new delivery date if possible.

Tracking and Status Updates

Customers will be given access to tracking information and real-time updates when available, allowing them to monitor the progress of their shipment.

Customer Service Assistance

Our Customer Service team is available to assist with any questions or concerns regarding delayed shipments. Customers can contact us at [contact information] for updates or support.

Resolution of Delays

In the event of a significant delay due to uncontrollable circumstances, Outsource Advantage Dental Lab will work closely with our carriers and logistics partners to expedite the shipment when possible. If a shipment cannot be delivered within a reasonable timeframe, we may offer alternative solutions, such as re-shipping the item or issuing a partial or full refund, depending on the specific situation.

Limitation of Liability

Please note that while Outsource Advantage Dental Lab will make every effort to minimize the impact of any delay, we are not liable for any indirect costs, damages, or losses incurred by the customer due to shipment delays caused by events outside our control, including but not limited to lost income, missed deadlines, or additional expenses.

Policy Agreement

By placing an order with Outsource Advantage Dental Lab, customers acknowledge and agree to the terms and conditions outlined in this policy.

Thank you for your understanding and cooperation. We appreciate your patience and are committed to ensuring your shipment reaches you as soon as possible.