



Outsource Advantage Dental Lab

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OUTSOURCED DENTAL LAB WORK TURNAROUND POLICY

Purpose

This policy clarifies the processing time required for outsourced dental lab work, including the impact of holidays on production timelines.

Policy Overview

For all outsourced dental lab work, Outsource Advantage Dental Lab requires 8 business days to complete production once a case has been received. This turnaround time excludes both shipping durations (from the client to our lab and back to the client) and any observed holidays, which do not count as business days.

Policy Details

Processing Time (8 Business Days)

The 8-business-day timeframe begins when the case is received at our lab. This processing period covers all necessary work, including production and quality control, before returning the item to the client.

Holiday Exclusions

Recognized holidays observed by Outsource Advantage Dental Lab are not counted as business days. As a result, any holidays that fall within the processing period will extend the timeline. Clients will be informed of upcoming holidays in advance to help plan their case submissions.

Shipping Exclusions

The 8-business-day processing time applies solely to production and does not include:

- Inbound shipping: The time required for cases to be shipped to our lab from the client.
- Outbound shipping: The time needed to ship completed cases back to the client.

Shipping Arrangements and Responsibilities

Clients are responsible for arranging and covering the cost of shipping to our lab, as per our Domestic Shipping Policy. Outsource Advantage Dental Lab will cover the return shipping unless otherwise agreed upon.

Delays Beyond Our Control

Although we strive to adhere to the 8-business-day timeline, unforeseen issues outlined in our Shipping Delay Policy may impact production. In such cases, we will notify clients immediately to minimize any inconvenience.

Acceptance of Policy Terms

By outsourcing dental lab work to Outsource Advantage Dental Lab, clients acknowledge and agree to the production timeline, shipping exclusions, and holiday considerations outlined in this policy.