

Shipping Instructions

Please review the following checklist before shipping your case.

1. Please prepare your case, including impressions, bite registrations, models and any other necessary equipment.
2. Please fill out all required information on the lab slip.
3. Place the case and completed lab slip inside the box, then seal the box securely.
4. Place the shipping label securely on top of the sealed box.
5. Please include any Images and Shade informations with your case. You may also email them to: infoheartdentalart@gmail.com

TIP-To prevent damage during shipping and handling, we recommend using foam or bubble wrap to protect your impressions and models

Shipping Time Schedule (Business Days)

	General	Quality	Master
1-2 Units	6-10 days	7-11 days	10-14 days
3-4 Units	7-11 days	9-13 days	14-17 days
7-10 Units	12-13 days	14-16 days	15-20 days
11-14 Units	13-15 days	Ask Us	Ask Us
15 or more	Ask Us	Ask Us	Ask Us

	Diagnostic Wax Up	Metal Try In	Apply Porcelain and Finish
1-6 Units	6-10 days		
7-14 Units	8-15 days		
15 or more	Ask Us		

*Zirconia Frame try-in ... Please ask us.

*Minor Adjustment

Contact ... Please ask us.

Change Shade ... Please ask us.

*Solder Joint ... Please ask us.

*Rush Service... Please ask us.

* Add 3-5 business days for Ti Custom Abutment .

* Add 3-5 business days for Zirconia Titanium Abutment Case.

* Add 1-2 business days for Gum Porcelain Case.

* Delay in sending or orderings parts will affect due date.

* Turn around time is subject to change depending on laboratory workflow.

* Laboratory working days do not include receiving and delivery days, shipping days, weekend days or holidays.

* Laboratory hours | **Monday - Friday 8:30am - 5pm PST.**

* If you have any questions or concerns, please do not hesitate to [contact us](#).