



experience the difference

doctor _____

street _____

city, state/country, zip _____

telephone _____

Please construct and deliver to me the dental restoration described herein.

Terms: Net 30 days. 2% service charge after 30 days from statement date. C.O.D. + 25% of remaining balance with each new case.

restorative options fixed

Sundance Restorations (multi powder)

- IPS Empress Esthetic
- E-Max
- Lava Zirconia
- Procera Alumina
- Feldspathic Veneer
- Captek
- High Noble Yellow
- High Noble White
- Noble
- Base Metal

Implant Options

- Zirconia Abutment
- Titanium Abutment
- Gold Abutment
- Stock Abutment
- Surgical Stint
- Simple Z Abutment (zirconia abutment, screw, soft tissue, analog)
- Simple T Abutment (titanium abutment, screw, soft tissue, analog)

Advantage Restorations (single powder)

- IPS Empress Esthetic
- E-Max
- Lava Zirconia
- Procera Alumina
- Infinite Veneer (no-prep)
- High Noble Yellow
- High Noble White
- Noble
- Base Metal

Gold Restorations

- Gold (full coverage)
- Gold (inlay/onlay)
- Gold Post

Resin Restorations

- Ceramic Resin (full coverage)
- Ceramic Resin (inlay/onlay)
- Long Term Provisional

Porcelain Buccal Margin

Metal Occlusal

Lingual Collar _____mm

Metal Occlusal

Full Metal Band _____mm

Metal Lingual

- Modified Ridgelaip
- Ovate Pontic
- Sanitary

diagnostic planning

- Diagnostic wax-up (includes: temp stint, new bite, reduction stint)
- Diagnostic wax-up (basic)
- Tissue Reduction tooth #s _____

8010 EAST McDOWELL ROAD, SUITE 223
SCOTTSDALE, ARIZONA 85257

Local: 480.429.3543
Toll Free: 877.429.3543
Fax: 480.429.3697
Website: www.sundancedentallab.com
Email: sundancedl@aol.com

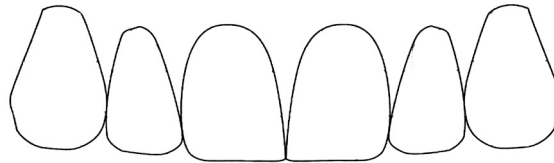
patient's name _____ m f
approximate age _____

date due

signature _____ date _____

case design

Tooth numbers to be restored _____



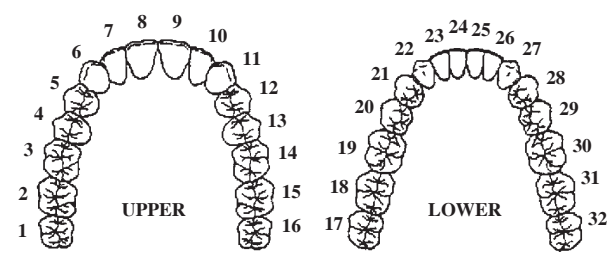
Final Shade: _____ Stump Shade: _____

- Shimbashi Vertical Measurement: CEJ to CEJ #8-#25 _____mm
- TENS bite Swallow bite #9-#24 _____mm

Smile Catalog Selection _____

Opposing to be restored Yes No
Golden proportion desire Yes No
If yes, desired length of teeth 8 & 9 _____ mm

- Incisal translucency 2.0 mm 1.5 mm 1.0 mm None
- Labial Anatomy Heavy Medium Light None
- Surface texture Heavy Medium Light None
- Cervical blending Heavy Medium Light None



- Set Up**
 - Ideal
 - Characterized
 - Midline Marked
- Finish**
 - High Lip Line
 - Smooth
 - Anatomical

special instructions

please print

restorative options removable

- Dentures**
 - Full Upper/Full Lower
 - Triad Base and Rim
 - Processed Base and Rim
 - Set Up
 - Process and Finish
- Partials**
 - Upper/Lower
 - Cast Frame
 - FRS Frame (flexible resin)
 - Set Up
 - Process and Finish

appliance options

- Upper/Lower
- Night Guard
- Hard Splint
- Soft Splint
- Hard/Soft Splint
- Athletic Guard
- Neuromuscular Orthotic
- Hawley Retainer
- Bleaching Tray
- Custom Tray

THIS CUSTOMER AGREEMENT ("Agreement") is made as of the date set forth on the reverse hereof, by and between Sundance Dental Laboratory, an Arizona Corporation ("Company") and the customer set forth on the reverse hereof ("Customer").

WHEREAS, the Company values its customers and desires to avoid any and all misunderstandings between it and its customers regarding the terms and obligations of orders placed by its customers:

WHEREAS, the understandings set forth herein will help eliminate any potential future misunderstandings as set forth above;

NOW, THEREFORE, the Company and the undersigned customer, do hereby agree as follows:

1. Full payment, as set forth on Company's current price sheet (which is subject to change from time to time without prior notice), for all products, work, services, or shipments requested by Customer pursuant to each order placed by Customer shall be due within thirty (30) calendar days after the date of the statement therefor, regardless of when actually received by Customer. All balances remaining past such date shall be considered PAST DUE. Company may bring a single action for collection of any number of Customer's PAST DUE balances, whether or not such balances were incurred pursuant to this order/request or any other order/request (even if such other order/request was not otherwise made in writing by the Customer as specified hereinbelow). The Customer also authorizes Company to obtain and report credit information on Customer.

2. While the Company shall use its best reasonable commercial efforts to prepare all products, work, services or shipments requested by the Customer in a timely fashion, the Company cannot and does not represent or warrant that the same may be prepared or delivered by any particular date. The Customer may not claim any offset or reduction in price for any alleged late delivery, discrepancies, shortages, claims, or incorrect shipments. The Company shall be excused for inclement weather, fire, flood, war, labor problems, vandalism, theft, shortage of materials, delivery problems and other problems not reasonably foreseeable and that are beyond reasonable control by Company.

3. ALL PAST DUE balances shall incur and bear and Customer agrees to pay a late charge equal to two percent (2%) of any PAST DUE balance per month or portion thereof from and after the invoice date until the unpaid PAST DUE balance is paid in full, or as otherwise provided by the laws of your state. No late charges shall accrue during the first (30) days from the date of invoice (net 30 days). The late charge shall not be deemed to constitute the payment of interest or finance charge. Notwithstanding the foregoing, the above late charge equates to an ANNUAL PERCENTAGE RATE (APR) of twenty-four percent (24%).

4. All payments made by (or credits or discounts granted to) the Customer while a PAST DUE balance exists shall be applied first to late charges and second to PAST DUE balances before being applied to current balances, unless elected otherwise by the Company.

5. The Company reserves the right to grant, at its sole discretion and on a case by case basis, credits or discounts for pre-paid accounts or otherwise. Notwithstanding the foregoing, no such credits or discounts shall be allowed while a PAST DUE balance or default by Customer under this agreement exists, unless elected otherwise by the Company and provided to Customer in writing.

6. All agreements between the Customer and the Company are expressly limited so that in no contingency or event whatsoever shall the amount of any late charge exceed the highest lawful rate permissible under applicable state laws. If, for any circumstances whatsoever, any late charge hereunder shall involve transcending the limit of validity prescribed by law which a court of competent jurisdiction may deem applicable thereto, then ipso facto, the late charge shall be reduced to the limit of such validity, and if from any circumstances the Company shall ever receive an amount which might be otherwise deemed to be interest in excess of such limits, the same shall be applied to the reduction of the unpaid principle balance due hereunder and not to the payment of interest. This provision shall control every other provision of all agreements between the Customer and the Company.

7. Company shall, unless specified otherwise in writing by Customer, determine the method of shipping or transport. Customer shall be responsible for all shipping and transport costs including, but not limited to, the payment and maintenance of any shipping or transport insurance. Customer shall bear all risk of loss or damage during shipping or transport.

8. All orders/requests for products, work, services or shipments requested by the Customer shall be made in writing pursuant to the forms made available by the Company for such purposes. The Company reserves the right to disregard any other orders/requests. The Customer shall supply the Company in writing all specifications and information reasonably required by the Company to prepare the prosthesis requested by the Customer. While the Company reserves the right to request, from time to time, further specifications or information, it expressly disclaims any duty to do so and may rely entirely upon the original specifications and information provided by the Customer without any duty of investigation. The Customer shall be solely responsible for the accuracy of any such specifications or information. Further, the Customer shall be responsible to inspect the products, work, services, or shipments requested by the customer, including, without limitation, all prosthesis, for proper application, fit, alignment and ultimate use. The Customer shall indemnify, defend, and hold the Company, and its principals, shareholders, directors, officers, employees, representatives, agents, successors and assigns, free and harmless from any and all claims, liabilities and damages, known and unknown, arising by reason of treatment of any patient of the undersigned or the actual application, fit, alignment or ultimate use of any prosthesis prepared by Company hereunder.

9. Any and all discrepancies, shortages, claims, or incorrect shipments must be reported immediately to the Company by the Customer, and in no event later than (10) calendar days from the date of receipt. All notifications shall be made in writing and delivered to Company; provided, however, that the Customer may notify Company orally, by telephone or otherwise, so long as it also contemporaneously prepares and delivers to Company a written record of such notification, and such oral notification shall be deemed effective as of the date made. Unless notification is made and delivered as set forth above, Customer shall be deemed to have inspected and accepted all products, work, services, or shipments of or by Company. The Company shall reasonably cure any discrepancies, shortages, claims, or incorrect shipments for which it may be reasonable only if notified as set forth above. Discrepancies, shortages, claims, or incorrect shipments shall be handled as follows:

9.1 Errors, omissions, or mistakes made by the Company shall be corrected by the Company at its own expense. Customer shall request a return authorization from Company which Company shall reasonably provide. The Company will not remake or otherwise remedy any prosthesis unless and until proper return authorization has been requested and provided. Upon obtaining a return authorization, Customer shall promptly return any prosthesis in question, clearly and conspicuously identifying the same pursuant to the return authorization or as otherwise directed by the Company. Company shall, at its option, either remake or repair any prosthesis in question or give credit to Customer, in the invoice amount, for the prosthesis in question return to Company as set forth above.

9.2 Errors, omissions or mistakes made by Customer may be corrected by the Company, and, depending upon the nature of the case, at the expense of the Customer. The Company shall use its discretion in such matters.

10. THE COMPANY AND THE CUSTOMER ACKNOWLEDGE THAT THE CUSTOMER HAS PREPARED THE SUBJECT PROSTHESIS TO THE SPECIFICATIONS OF THE CUSTOMER AND THAT THE CUSTOMER IS SOLELY RESPONSIBLE FOR SUCH SPECIFICATIONS. THE COMPANY MAKES NO OTHER WARRANTIES AND ALL OTHER WARRANTIES EXPRESS OR IMPLIED, ARE HEREBY EXCLUDED. THE UNDERSIGNED FURTHER ACKNOWLEDGES THAT THE COMPANY IS NOT LICENSED TO PRACTICE DENTISTRY AND DOES NOT KNOW THE PARTICULAR CIRCUMSTANCE AND APPLICATION UNDER WHICH THE PROSTHESIS IS UTILIZED, AND, THEREFORE, THE COMPANY DOES NOT AND CANNOT WARRANT THAT THE PROSTHESIS ARE FIT FOR ANY PARTICULAR PURPOSE OR THAT THE SAME IS IN ANY WAY MERCHANTABILITY.

11. THE UNDERSIGNED FURTHER ACKNOWLEDGES THAT THE COMPANY DOES NOT AND CANNOT WARRANT THE PERFORMANCE OR THE RESULTS THAT MAY BE OBTAINED BY USING THE PROSTHESIS. THE UNDERSIGNED ACKNOWLEDGES THAT IN NO EVENT WILL COMPANY BE LIABLE TO ANY PARTY INCLUDING, BUT NOT LIMITED TO PATIENTS OF THE UNDERSIGNED, FOR ANY DAMAGES RESULTING FROM ANY USE OF THE PROSTHESIS OR OTHERWISE, INCLUDING BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER CLAIMED BY THE UNDERSIGNED, ANY PATIENT OF THE UNDERSIGNED, OR ANY OTHER PARTY. IN ADDITION, THE UNDERSIGNED UNDERSTANDS THAT NO PATIENT OF THE UNDERSIGNED, OR ANY OTHER PERSON NOT A PARTY TO THIS AGREEMENT, WILL BE CONSIDERED A THIRD PARTY BENEFICIARY TO THIS AGREEMENT AND THAT NO SUCH PERSON WILL BE ABLE TO ENFORCE AGAINST THE COMPANY ANY REPRESENTATIONS OR WARRANTIES, IF ANY, MADE HEREIN OR BY THE UNDERSIGNED TO SUCH PATIENT.

12. This Agreement shall be read in conjunction with the provision set forth on the reverse hereof, which provisions (including name, description of products, work, services, or shipments, etc.) shall be incorporated herein, and all of which shall constitute the entire agreement between the parties hereto pertaining to the subject matter contained and herein and shall supersede all prior and contemporaneous agreements, representations and understandings of the parties. No waiver of any of the provisions of this Agreement shall be deemed, or shall constitute a waiver of any other provision, whether or not similar, nor shall any waiver constitute a continuing waiver. No waiver shall be binding unless executed in writing by the party making the waiver.

13. Should any provision or portion of this Agreement be held or otherwise become unenforceable or invalid for any reason, the remaining provisions and portions of this Agreement shall be unaffected by such unenforceability or invalidity.

14. Nothing in this Agreement, whether express or implied, is intended to establish any rights or remedies under or by reason of this Agreement on any person other than the parties to it and their respective successors and assigns, except as set forth herein, nor is anything in this Agreement intended to relieve or discharge the obligation or liability of any third persons to any party to this Agreement, except as set forth herein, nor shall any provision give any third person any right of subrogation or action over against any party to this Agreement, except as set forth herein.

15. This Agreement shall be binding on, and shall inure to the benefit of the parties to it and their respective heirs, legal representatives, successors and assigns.

16. If any legal action, arbitration or other proceeding is brought for the enforcement of this Agreement, or because of any alleged dispute, breach, default or misrepresentation in connection with any of the provisions of this Agreement, the successful or prevailing party or parties shall be entitled to recover as an element of their damages reasonable attorney's fees and other costs incurred in that action or proceeding, in addition to any other relief to which said prevailing party may be entitled.

17. This Agreement shall be construed in accordance with, and governed by, the laws of the State of Arizona.

18. This Agreement is deemed to have been entered into, and primary performance will be deemed to be in Phoenix, Arizona. Any legal proceedings under this agreement shall be brought in a court of competent jurisdiction in Maricopa County, Arizona.

IN-LABORATORY WORKING TIMES

Porcelain Fused to Metal	10 days
Metal Try-in/Single or Bridge	6 days
Apply Porcelain & Finish	5 days
All Metal Restorations	6 days
All Ceramic (Empress)	10 days
Procera AllCeram®	10 days
Lava™	10 days
Implant Cases	+5 days
Cases over 6 units	+3 days

DENTURES

Relines & Repairs must be called in by 9 am to be returned same day.

* Relines must be prescheduled.

Partial Framework	10 days
Set-ups	4 days
Bites/Trays	3 days
Finish	4 days
Acetal Partial Frame	7 days
Surgical Guides	7 days
Splints	5 days

*The schedule above does not include pick-up & delivery shipping days, weekends or holidays.

RUSH CASE INFORMATION

All rush cases must be pre-scheduled before the case is shipped. Time of pick-up and delivery may affect turn-around time, and may incur extra charges.

To schedule your rush case, please call 480-429-3543.

FOR LAB USE ONLY			
TELEPHONE CALL RECORD			
CONTACT	PERSON	DATE	
RE:	_____		
RESULT	_____		
ALLOY	WEIGHT	INGOT	PORC
WAX	METAL	OPAQUE	PORC STAIN & GLAZE
LAVA	PROCERA	QC(BISQUE)	QC(FINAL) PACKING

___ Impression T/T	___ Bite Registration	___ Impression S/T
___ Impression F/A	___ Drs' Photo	___ Implant Analog
___ Implant Abutment	___ Impression Post	___ Study Model
___ Stickbite/Facebow	___ Mounting Plates	___ Old Cm/Brdg
___ Additional Notes	___ Disc	___ Articulator
___ Partial	___ Old Model	___ Opposing
___ Anterior T/T	___ Diagnostic Waxup	___ Implant Screw

IMPLANT COMPONENTS	
DR Supplied	Lab Supplied
_____	_____
_____	_____
_____	_____
_____	_____