

How to pack your lab case for shipment

Proper care in packing your case for shipping plays a significant role in the quality of the case and service we can provide. Broken models can result in ill-fitting prosthetics which means a new impression and an inconvenience to you and your patient.

Follow these steps when sending your cases to the laboratory to ensure a safe delivery:

- ALL previous markings and stickers must be removed from recycled or reused boxes.
- Disinfect the all case materials, place in the bag and seal.
- Wrap models individually and securely with bubble wrap.
- Additional bubble wrap should be added to fill the box to avoid movement and possible breakage during shipping.

When shipping an articulator and face-bow:

- Remove models from articulator and wrap individually.
- If models remain on the articulator, please separate the articulator.
- Each piece should then be wrapped individually and anchored in the box. The face-bow and other enclosures should be wrapped separately.

Shipping loose crowns, bridges and/or shade tabs:

- Place in a separate small container or sealed plastic bag and wrap separately to avoid loss or breakage.
- Any photos or slides that accompany the case should be placed in a plastic bag for protection.

Help us protect your cases

If you do not have the proper supplies, please contact us. We are happy to assist you. If you are a new customer, please contact DDS Lab at (877) 337-7800 for a starter kit which includes everything you will need to send your first case to our laboratory.

Our shipper of choice is UPS®.

Simply call us to request a pick-up. Your driver can supply you with boxes at no cost. DDS Lab also accepts shipments from USPS, FedEx and DHL.



Please note that DDS Lab's business hours are **Monday through Friday, 8:00am to 7:00pm, EST.**

Call or chat online with our technical support team.

(877) 337-7800

Learn more at ddslab.com