

Dear Doctor,

Thank you for choosing Cottonwood Laboratories, where we **Make It Right** for our clients every day. We are excited to welcome you to the Cottonwood Family. You will find that we are dedicated to great customer service, great fitting appliances, and never taking our clients for granted.

Discover how our team will **Make it Right** for your practice:

- Our products are delivered on time, every time, or they are *free!*
- Get a **Perfect Fit™** every time- or the remake is free!
- Cottonwood provides appliances that meet a doctor's individual needs.
- Turnaround = 4 days locally and 5-9 days for out-of-town cases.
- Fewer adjustments = less chair time.
- We value your most premium asset- time.
- We value and practice open communication with our clients and teams.
- Same day next day and 2nd day rushes available, and at a discount (conditions apply)

Thanks again for choosing Cottonwood as your appliance laboratory. We like to build long lasting relationships with our clients. If there is anything else we can do for you, please let us know. We look forward to serving you.

Sincerely,

Brandon Farley

President

"We'll make it Right"

P : {801}•904•2006
F : {801}•723•3916



6526 S. State St. Ste 301
Murray | Utah | 84107

Please send a copy with first case.

FLAT RATE

\$ 50 \$

HAWLEY RETAINERS!

-Any Design, Color, Inlay and Clasp-

*Does not include additional accessories.

*“Yes, please sign me up for the Cottonwood **Flat Rate 50*** payment plan.”*

This is our promotional offer for standard Hawley retainers. It includes any single clasp, color, design, and any single image inlay. I understand that a \$50.00 flat rate will be charged for a Hawley retainer regardless of what options a patient chooses. I further understand that this does not include any accessories such as springs, plastic teeth, habit breakers or acrylic additions.

Please check one option:

- Yes please sign me up for the Flat Rate 50
- No thanks, not at this time. I prefer to pay extra for colors, inlays and designs as I order them.
- Please make with double clasp at 52.00 flat rate.

Doctor: _____ (please print) Date: _____

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Please send a copy with first case.

New Account Form:

Date:

Doctor's name:

Name of Practice:

Billing Address:

Shipping Address:

Phone#:

Fax#:

Emergency#

Email: _____

Appointment or staff lunch:

Account set up date:

Number of employees:

Avg. appliances per month:

Hours of operation: MON_____ TUE_____ WED_____ THU_____ FRI_____

Pricing levels: _____

Notes:

Credit card, last 4 digits: _____ Exp. date: _____
Billing address: _____ City _____ St. _____ Zip _____
Orthodontic: Dental: Both:

Office use only:

- Input data Doctor preference chart Staff lunch appointment made
- Regular billing Email billing Auto pay (charge card automatically)
- Credit card on file (wait for Doctor's OK to charge)
- Follow up call on 1st appliance New customer packet sent File finished _____

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Please send a copy with first case or bill.

Credit Card Authorization Form

Doctor: _____

Credit card#: _____

Expiration date: _____ Security code: _____

Name on card: _____

Billing address: _____

City: _____

State: _____ Zip: _____

One time charge for amount of: _____.

Keep card# on file.

Automatically charge each month.

Wait for Doctor's OK to charge.

Doctors signature: _____ Date: _____

Authorized over the phone by: _____

"We'll make it Right"

Our “Perfect Fit” Guarantee:

“If any of our appliances don’t fit, the remake is free!”

This is our promise to you.

“We’ll Make it Right!”

In the event of an ill-fitting appliance, simply return the appliance, along with its corresponding model and yellow lab slip copy and we’ll remake it at no additional cost.

Cottonwood guidelines for a “Perfect Fit” appliance:

- Aim for a 10mm base on all working models (1/2 inch.) *we charge for pouring a base.
- If sending impressions, use “5 day” alginate.
- Wrap impressions with damp paper towel, and *no standing water* in the bag.
- Make certain that impressions are complete.
 - Entire palate and teeth necessary for appliance
 - Preferably, entire arch and all of its teeth, with apparent sulci
 - Tray should not be visibly apparent through the impression material
 - Have doctors check impressions
- If sending models, no air bubbles please- always use a Whip Mixer when possible.
- For working models, pour in stone, not plaster- standard laboratory practice.

Note that Cottonwood’s Perfect Fit guidelines need be observed in order to enjoy the guarantee.

More tips, from professionals like you:

- Keep consistent measurements when mixing alginate, plaster and stone.
- Think the impression is ready to pull? First, count 10-15 more seconds.
- Release suction, or “unlock” back impression with finger before withdrawing the tray. Pull tray out quickly, in an occlusal direction.
- Consistent stone consistency (*not too* thick or thin)

Remember:

Consistent actions always produce consistent results. Inconsistent actions will always produce inconsistent results.

Cottonwood Lab always strives for 100% consistency.

“We’ll make it Right”

When Shipping to Cottonwood via UPS:

- Cottonwood Lab supplies already addressed shipping labels for you.
- Shipping charges include UPS pickup at your office. Call: 1-800-742-5877
- Schedule a delivery date that coincides well with your appointment date and time. If no appointment time is provided, an appliance could be delivered at any time on the day requested.

****Cottonwood Lab offers DISCOUNTS for RUSH appliances*
(If you call 3 days in advance)***

(\$10 dollar discount given to same days and next days, 2 day rushes are free!)

- Fill out lab slips completely.
- Use biohazard bags, and place lab slip in document pouch.
- Considering a RUSH case? Please, call the lab first.

If your office is closed any day of the week, make necessary scheduling arrangements. (We are usually prohibited from delivering to a closed office.)

Cottonwood suggested shipping procedures must be observed in order to qualify for our On Time Guarantee.

Shipping Charges:

Ground:	One appliance - \$5.15 Two - \$1.29 Three - FREE
2 nd Day Air:	One appliance - \$15.45 Two - \$3.61 Three - FREE

Allow 4 business days extra when shipping cases. 3 days in lab + 4 shipping days = 7 days total turnaround time.
Any shipping charges that apply to you will be billed monthly, in addition to laboratory services performed.

Cottonwood has found UPS to be a reliable way to ship. However, we are flexible. If you have a special situation, we are more than happy to accommodate you where we can.

“We'll make it Right”

Things to remember, to help us better serve you (Local):

- Fill out lab slips completely.
- Please, use biohazard bags, and place lab slip in document pouch.
- When calling in for a RUSH case pickup, please state that the pickup is for a RUSH case.
- Be certain to include the appointment time.

****Cottonwood Lab offers DISCOUNTS for RUSH appliances*
(if you call 3 days in advance)***

(\$10 dollar discount given to same days and next days, 2 day rushes are free!)

Pickups- Deliveries- Rushes

(Including *Same Day Deliveries*)

- Cottonwood Lab offers standard orthodontic **local 4 day turnaround**.
That's 1 day for pickup + 3 full business days in lab.
- All pickups made within 24 hours.
- Pickups called in after 2:00 PM will be picked up the following business day.

If you call Monday before 2:00 PM, your orthodontic case will be delivered by Thursday, after 5:00 PM.

If you call Monday after 2:00 PM, your case will be returned by Friday, after 5:00 PM.

- RUSH orthodontic cases for the *same day* should be called in by 10:00 AM, and will be returned to you 4:00 PM.
- RUSH orthodontic cases for the *next day* should be called in by 2:00 PM and will be delivered by 4:00 PM the next business day.

If no appointment time is established, appliance could be delivered at any time of the day.

To receive our "On Time Guarantee**", all of the above Cottonwood procedures and guidelines should be observed.**

We are flexible. If you have a special situation, we are more than happy to accommodate you where we can.

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Easy as
ONE.....TWO.....THREE!



Cottonwood Lab is now offering clear alignment trays!



Move anterior teeth easily with a 3 tray or 5 tray system!

50% less than average retail prices!



Sequential Alignment Trays.
(SAT)

3 Trays = \$150
5 Trays = \$250...
Each tray only \$50!
Turnaround Time only 10 days
+Plus shipping and delivery.

“We'll make it Right”

Estimating Turnaround Time:

Most appliances on the turnaround calendar at Cottonwood Lab are on a **three day in-lab rotation**, plus shipping and delivery time.

You may refer to the Cottonwood calendar online at any time for an active image that indicates which day to expect your Cottonwood appliance return.

The calendar applies to all appliances except:

Sequential Alignment Series	10 business days in lab + shipping time
Herbst	7 business days in lab + shipping time
Distal Jet	7 business days in lab + shipping time
Activator or Bionator	7 business days in lab + shipping time
Study models	10 business days in lab + shipping time
All other appliances	3 business days in lab + shipping time

When referring to the calendar at scheduling time, please add an additional *four* days to the turnaround calendar for these appliances.

Locally, if you request pickup after 2:00 PM, use the *next* day as the official pickup day in order to estimate total turnaround time.



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Things that set us apart...

- **Perfect Fit Guarantee.**
- **On Time Guarantee.** (It's on time or it's free!)
- **National accounts free shipping.**
- **We make Herbst**
- **We match or beat most lab prices**
- **Less adjustment, less chair time**
- **Pick up within 24 hours.**
- **Friendly Customer Service**
- **Latest products and best quality product used.**
- **HAPPIER DOCTORS!**

*See Salesman for details, Yes he does make us different.

"We'll make it Right"