

## When sending to Cottonwood Labs Locally:

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

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

## **Pickups - Deliveries - Rushes**

(Including Same Day Deliveries)

- Cottonwood Labs offers standard orthodontic local 5 day turnaround.  
That's 1 day for pickup, 1 day for drop off, and 3 full days in lab.
- Please allow 24 hours for ALL pickups.
- Pickups called in after 2:00 PM will be picked up the following business day.

Examples:

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

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

- RUSH orthodontic cases for the same day should be called in by 9:00 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 can 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.

*"We'll make it Right"*