**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 5 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.