



Zirconia Abutment.com

Real Experience, Real Value

FAQ Document- Updated November 1, 2009

Ordering Information

1. Fax over the order form or print out and mail the order form with the case. We will call you to confirm the information and if you feel more comfortable providing us the credit card information over the phone versus via fax then please do so.
2. Call us and we will take your order and email or fax back the information (excluding financial information) to confirm that we have properly placed the order.
3. Email us the order information and we will call you back to take your credit card information and send you a confirmation for processing the credit card and beginning the order.

Shipping Information

We ship via UPS, Fed Ex, and USPS. Our goal is to keep our shipping cost low and pass on the savings to you. If you wish to use your own account for shipping we will waive the shipping fees for one or both ways.

\$7 (2-3 Mailing Days) - One Way Shipping of Stock Zirconia Abutments only -

2-3 Day - \$14

Next Day PM- \$24

Next Day AM - \$35

Please call, email or fax us and we will email you the UPS, Fed Ex, or USPS shipping labels for your case. We will also email you the tracking information.

Scheduling a Pick Up

PLEASE CALL US FOR ALL PICKUPS.

Packaging

We can mail you our starter package which includes: Two Mailing boxes, Bubble wrap, Order Form for Cases

Multiple cases may be sent in one box. If the provided boxes are small for your case please mail in a larger box. Separate the impressions in plastic bags and staple the prescription to the outside of each bag for accurate identification. Please tape the box securely to ensure nothing is lost. Attach air-bill on top of box or bag and schedule your pick-up.

Working Days at Zirconia Abutment.com Lab

Our facility is open Monday thru Friday – 730am-5pm Pacific time. Our working days begin when we physically receive the case in our facility. Working days are based on a 24 hour period. For example if we receive your case Monday at 4pm Pacific time and offer 3 working days to finish the case we will complete it by Thursday at 4pm Pacific time. Working days do not include weekends or holidays. If we receive the case on Friday at 4pm we will complete it by Tuesday at 4pm Pacific. We will make our best effort to mail out your case the same day we complete it.

Remake Policy

All remakes will be free of charge if received within 30 days of the invoice date, with the following exceptions listed below. Remakes received after 30 days from the invoice date will be discussed with you. Please return all models, soft tissue, implant analogs, screws, and parts to us.

The Exceptions are:

- The zirconia abutment was altered or modified in any way including grinded on, chipped, broken, stained, etched, sand blasted, fractured, disconnected from the titanium connector, or screw lost or misplaced.
- We inquired about the margin or impression, however, we were instructed by the doctor to “do the best we can” and make the case.
- The doctor trimmed the die.
- We requested a try-in, but the doctor refused and instructed us to complete the case.
- The product requested for the remake is different than the product that was made for the original case. Sometimes, a discount for the new product may be given.
- The partial denture fits the master model. The master model must be returned with the partial for remake consideration.
- For crown or bridge restorations, the try-in was approved and returned to us for completion.
- Complete dentures (immediate or otherwise) that were not fabricated with a wax try-in.
- Remakes returned to us without the original restoration will be charged at 100% of the price. If the original model and restoration are returned to us at a later date, we will issue a credit to the doctor's account.
- Restoration was not seated by the same doctor that sent the case for fabrication.

Cancelled Cases

Any case stopped mid-production will be charged based on the amount of work completed at the time the call to stop the case was received.

Rejected Cases

The cost of crown, bridge and removable restorations cannot be refunded (i.e. a refund check). If a case is for rejection rather than remake, we will issue as 50% credit to the dentist's account balance when the case in question qualifies according to the policy listed herein and is received within 30 days from the invoice date.

Warranty

LIMITED WARRANTY/LIMITATION OF LIABILITY: Zirconia Abutment .com (“the lab”) provides dental laboratory services (“devices”) in the belief that such devices will be useful but WITHOUT ANY WARRANTY—without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE—except that, subject to the return of devices that are placed and then fail, the lab will, in its sole discretion, either repair or replace such devices without charge for the lab’s cost of materials and workmanship or refund the original price paid, for a period of ninety (90) days from the date of delivery (hereafter referred to as the lab’s “remake warranty”). The remake warranty does not cover breakage resulting from accident or misuse. The lab’s remake warranty is the lab’s sole obligation and the client’s sole remedy: you agree to pay all other costs, such as but not limited to the cost of preparation or veneering. Except where prohibited by law, THE LAB WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGES ARISING FROM THE USE OF DEVICES, WHETHER DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL, regardless of the theory asserted, including warranty, contract, negligence or strict liability. You agree to indemnify and hold the lab harmless from and against any claim or demand, including reasonable attorney’s fees, made by any third party due to or arising out of your use of said devices. The lab does not guarantee the performance of independent carriers. You acknowledge that limitations on liability are a usual part of business-to-business relationships, and a common practice in the dental industry, and that such limitations as specifically stated above are relied upon by the lab when establishing the cost of providing dental laboratory services to your order. All matters arising from said relationship shall be interpreted and enforced in accordance with the laws of California.

Account Terms and Conditions

We honor VISA, MASTERCARD, DISCOVER CARD & AMEX (additional 2% charge for AMEX card only). We also honor Business Checks only.

For insufficient funds or bounced check there will be a \$25 per check fee.

After two credit card or business check purchases we can establish a line of credit up to \$500. We will mail you a credit application.

All accounts are payable within 30 days of statement date. Accounts not paid within the stated terms will be subject to COD status and a late charge of 2 percent of the unpaid balance. We will charge your credit card for the full balance plus the 2% late charge at that time. Prices subject to change without notice.

Prepping the Zirconia Abutments

If you choose to prep the zirconia abutment, we recommend using Komet burs. Please follow their specific guidelines and recommendations.

Komet Part #'s- H856G-31-016, H856G-31-018, H379G-31-023

For any altering we recommend that water coolant should be used when prepping the zirconia abutment, which should be mounted onto an abutment holder or extra orally prepped.

For dental labs - If the margins are too low or too subgingival where you would like to bring them to the tissue level then add some zirconia porcelain to the redefine the margin area and this will be your new finishing line that you desire.

Materials

We use FDA and CE approved Zirconia and titanium connectors, made in Europe and/or the United States only.

Zirconium dioxide (ZrO_2) is a compound of the element zirconium occurring in nature and has already been used for 10-15 years in the prosthetic dentistry. It is partially stabilized by yttrium and enriched with aluminium. This results into positive characteristics such as high bending strength ($> 1400 \text{ MPa}^*$), hardness (1200 HV^*) and a Weibull module of 15,84*.

The composition of the zirconia we utilize is –

Zirconium Oxide $Zr O_2 (+HfO_2)$	94%
Yttrium Oxide (Y_2O_3)	5%
Aluminum Oxide ($Al_2 O_3$)	< 1%
Hardness (HV10)	> 1250
Weibull module	> 15,84
Bending strength R.T. (MPa)	> 1400 (MPa)
Density (g/cm ³) sintered	6,05

Implant System Compatibility

Currently we can offer 100% zirconia abutments for ALL external implants.

If you have a specific implant system not mentioned on our website or order form please contact us and we can discuss the different options to make you a zirconia abutment.

By Q1 or Q2 of 2010 we will be several major implant systems that will have titanium bases for. We suggest contacting us now and we will inform you once we have them.

Zirconia Implant Bridges

We are working on this as well and can inform you when they become available. Please give us feedback as to your specific requirements.

Temporary Titanium Abutments with Provisional Crowns

This solution provides the surgeon with a titanium abutment and provision crown as a time of surgery tooth replacement and can be utilized for “immediate loading”. This is how it works-

- a. Prior to surgery you send us preoperative models, bite registration, a titanium temporary abutment (or we can purchase this for you), the tooth number of the implant site, the shade and any specific instructions. We will reshape your abutment and create a hollowed out provisional crown. At time of surgery torque down the temporary abutment, suture the tissue, then realign the provisional crown and temporarily cement it onto the temporary abutment.
- b. When the patients tissue has fully healed, taken an implant level impression and send us the case. We can make you a final zirconia abutment and provide you with a zirconia coping that your restorative dentist can send this along with the model work to their lab. They do not have to take an impression.
- c. We have packaged deals that can include some or all of the products and services for you and your referral. This will save both of you time and money restoring the implant cases.
- d. The other option is to provide you two zirconia abutments. The first one is for managing the tissue which is hand torqued down. The second zirconia abutment is created once the tissue has healed and the patient is ready for a final zirconia abutment and crown.

Screw retained anatomical zirconia abutments

We can provide these. They are 100% zirconia abutment (no titanium connector) since the dental lab will need to add porcelain to them and the screw access hole is lingually placed. Contact us for pricing.



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