



## Summit-Horizon Dental Lab - Case Shipping Instructions

Thank you for choosing Summit-Horizon Dental Lab. To ensure your cases arrive safely and are processed without delays, please follow the steps below when preparing shipments.

### Step 1: Complete the Correct Rx Form

- **Fixed Rx Form** – for crowns, bridges, implants, and fixed restorations
- **Removable Rx Form** – for dentures, partials, and oral appliances.  
A completed Rx form must be included with **every case**.

### Step 2: Package Your Case Materials Securely

- Place impressions, models, or appliances in sturdy containers.
- Protect fragile items with bubble wrap or padded packing material.
- Label all containers clearly with patient initials or ID (no full names for HIPAA compliance).
- Place the completed Rx form in a separate plastic sleeve or envelope inside the box.

### Step 3: Box & Seal for Transit

- Use a strong cardboard box large enough to protect the case.
- Fill any empty space with packing material to prevent shifting.
- Seal securely with packing tape on all seams.

### Step 4: Label Your Shipment

- Write or affix the lab's shipping address clearly on the package:

**Summit-Horizon Dental Lab**  
3407 Bridgeland Drive  
Bridgeton, MO 63044

- Include your practice name and return address.

### Step 5: Choose a Carrier

- Use UPS, FedEx, or USPS, depending on your preference.
- Keep a copy of your tracking number for reference.
- For local practices, call (888) 785-9710 to arrange a **free local pick-up**.

### Notes

- Cases must be **seated within 60 days** of invoice date to qualify for warranty.
- Summit-Horizon is not responsible for delays caused by carriers.
- Rush services may be available — please note "RUSH" clearly on your Rx form.

### Questions?

For supplies, labels, or pick-up requests, please contact us:

**Summit-Horizon Dental Lab**

Phone: (888) 785-9710 | [shdental@summit-horizon.com](mailto:shdental@summit-horizon.com) | [www.summit-horizon.com](http://www.summit-horizon.com)