

Zimmer Biomet Milling Center

Standard Turnaround Times

Time frames noted in the chart are estimated business days the case is in the Zimmer Biomet Milling Center and are subject to certain conditions.

Estimated Turnaround Times	
Laboratory-Designed Abutments	
Titanium	2
Titanium Nitride*	3
Zirconia**	4
In-House-Designed Abutments	
Titanium	3
Titanium Nitride*	4
Zirconia**	5
BellaTek® Bars and Frameworks	
Titanium	6
Robocast™ Process Only	
Robocast™ Process Only	2

*Titanium Nitride is only available for abutments that are compatible with the Certain® and External Hex implant connections.

**Zirconia is only available for abutments for Tapered Screw-Vent® and Trabecular Metal™ Implants.

Example 1 - Standard Titanium BellaTek Abutment:

If the case is received on Tuesday before 12pm EST, it will be shipped back to the customer on Thursday and received into the laboratory on Friday.

Example 2 - Standard Titanium BellaTek Abutment with Customer Design Review and Confirmation Request:

If the case is received on Tuesday before 12:00pm EST and the customer approves the design on Wednesday by 12:00pm EST, the case will be shipped back on Friday and received into the laboratory by Monday.

The Zimmer Biomet Milling Center reserves the right to reject any bar and framework case request with connections not represented in the BellaTek Bars & Frameworks Interface Compatibility Chart (ART1145).

The Zimmer Biomet Milling Center reserves the right to reject any case request that does not meet regulatory standards.

Contact us at 1-800-342-5454 or visit us at www.zimmerbiometdental.com

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Key Terms and Conditions:

Exclusions: Weekends, holidays and in-transit days are not included.

First Day: The date the case is received at the Zimmer Biomet Milling Center in Palm Beach Gardens, FL, before the associated cutoff time (12pm EST for in-house-designed cases, 3pm EST for laboratory-designed cases).

Last Day: The date the case is invoiced and shipped via FedEx, UPS or front desk pick-up.

Large Cases: Add one day for cases with 6 to 11 units, and two days for cases with 12+ units.

Mixed Product Requests: Turnaround time defaults to the longest lead time. For example, an order for BellaTek Titanium and Zirconia Abutments will be sent to the customer in five days, not three.

Non-Conforming Cases: Resolution for cases that are placed on hold for non-conformance or clarification of work order instruction must be received from the customer by 12pm EST. If received after 12pm EST, please add one extra day. Please add one extra day for model cases which need in-house remount.

Abutment Design Review: If design review is necessary, Standard Turnaround Times will be extended by one day. After sending the case for Design approval, the Design confirmation must be granted by 12pm EST next day. If the confirmation is granted after 12pm EST next day, another additional day is added to the Standard Turnaround Times.

Bars and Frameworks Design Review: Design review by the customer is required for all BellaTek Bar and Framework cases. Therefore, one day for customer design review and approval is built into the Standard Turnaround Times. After sending the case for Design approval, the Design confirmation must be granted by 12pm EST next day. If the confirmation is granted after 12pm EST next day, another additional day is added to the Standard Turnaround Times.

Factors Outside Our Control: Turnaround times may occasionally vary due to unforeseen circumstances, such as inclement weather and transportation issues.

