

Times Dental Lab — Trial Order Guide

Times Dental Lab is a full-service dental laboratory based in Shenzhen, China.

Established in 2008, we are an FDA-registered laboratory (Registration No. 3008727912) specializing in structured outsourcing solutions for partners across the US, Europe, the UK, and Australia.

Thank you for considering Times Dental Lab.

This guide outlines the full trial process — clearly and step by step.

1. Trial Offer

We recommend beginning with a controlled trial order.

Special Trial Benefits

Item	Details
Discount	50% off first order (up to USD 1000)
Minimum Quantity	None
Payment	Prepaid

Trial Purpose:

- Fit
- Esthetics
- Communication
- Delivery stability

2. How to Start

Step 1 — Send Case Information

Please email the basic case details to:

mail@times-dental.com

Include:

- Type of product (e.g., full zirconia crown, denture, night guard, ortho appliance)
- Tooth number
- Shade (e.g., A2, B1)
- Special notes (if any): occlusion, margin, etc.

Step 2 — Send Your Case

Physical Work — Ship to:

Item	Information
Receiver	Times Dental Lab Limited
Address	3A/F TUNG MEI GARDEN TUNG CHUNG DISTRICT LANTAU ISLAND, HONG KONG SAR, HONG KONG
Postal Code	999077
Contact	Times Dental Jimmy (+852)66126838

Digital Work — Please send files to:

Platform	Account
Email	mail@times-dental.com
3Shape	szshidaiclinic@qq.com
Medit	jimmy@times-dental.com

3. Pricing & Payment

Key Rules

- Trial orders are prepaid
- 50% discount applies to first transaction only
- Preview images available upon request
- Finished photos sent before shipping

Payment Details -- Full options in Appendix A

Item	Information
Beneficiary Name	Times Dental Lab Limited
Account Number	521134866838
Bank Name	The Hongkong and Shanghai Banking Corporation Limited
Bank Address	1 Queen's Road Central, Hong Kong
SWIFT Code	HSBCHKHHHKH
Contact	+852 66126838

4. Production Time -- please refer to Appendix B for full details.

Item	Time
Digital design	24–48 hours
Standard single crown	2–3 lab working days
Layered / esthetic cases	+1–2 lab days
Implant / multi-unit cases	4–5 lab working days
Removable finish	3–4 lab working days

Rush cases available upon confirmation.

5. Shipping & Logistics

Courier: FedEx / UPS / DHL / Linex

Transit time: approx. 2 days (region dependent)

Shipping Policy

Item	Policy
Courier	FedEx / UPS / DHL / Linex
Transit	approx. 2 days (region dependent)
Inbound	Client covers
Return (≥\$500)	We cover
Return (<\$500)	Flat USD 50 return fee

Customs

- When you ship to us — we handle and cover import charges
- When we ship back — local customs duties (if any) are handled on your side

6. Remake & Guarantee Policy

Trial cases follow the same QC standards as regular production.

Covered

- Manufacturing defects
- Material defects
- Fit issues related to production

Not Covered

- Instruction changes after production starts
- Insufficient prep / space
- Impression or scan errors
- Missing occlusion records

- Unclear shade selection

Remakes due to incomplete instructions are chargeable.

If Remake is Required

1. Provide detailed photos
2. Send new impressions/scan if necessary
3. Return original items
4. Priority remake will be arranged after review

Guarantee Period -- please refer to Appendix C for full details.

Product Type	Guarantee Period
Fixed restorations (Zirconia / PFM / Emax)	1 year
Acrylic denture	1 year
Night guard	3 months
Thermoforming appliances	1 month

Remake support applies under proper clinical conditions and defined policy scope.

We treat remakes as problem-solving — not disputes.

7. Communication & Support

During onboarding :

- Directly followed up by the CEO or Sales Director

After stabilization:

- Dedicated customer service assigned

Our team is:

- Experienced in international case communication
 - Familiar with digital workflows
 - Structured in internal case tracking and accountability
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8. Company Snapshot

- FDA-approved laboratory
 - 300+ skilled technicians
 - 15+ years of export experience
 - Daily output: 1,000+ crowns, 300+ dentures, 200+ orthodontics
 - Trusted by partners across the US, UK, Europe, and Australia
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Best regards,

Jimmy

CEO | Times Dental Lab

mail@times-dental.com

+852 66126838

www.times-dental.com

Appendix A – Payment options

1. Wire Transfer 1 (*Recommended* - No Currency Restrictions)

Beneficiary Name: Times Dental Lab Limited

Account Number: 521134866838

Bank Name: The Hongkong and Shanghai Banking Corporation Limited

Bank Address: 1 Queen's Road Central, Hong Kong

SWIFT Code: HSBCHKHHHKH

2. Wire Transfer 2 (No Currency Restrictions)

Beneficiary Name: Times Dental Lab Co., Ltd

Account Number: 41020200040012017

Bank Name: Agricultural Bank of China

Branch: Shenzhen Shajing Sub-Branch

Bank Address: NO.579 Xinsha Road, Shajing, Baoan District, Shenzhen, Guangdong, P.R.

China

SWIFT Code: ABOCCNBJ410

3. PayPal (Subject to a 5% International Remittance Fee)

PayPal Account: accountant@times-dental.com

Please note: A 5% fee will be added to the invoice total to cover international remittance charges (e.g., if the invoice is \$100, the total payment should be \$105).

Appendix B – Production Time

All production timelines are calculated in lab working days (excluding shipping time).

Production begins after case review and payment confirmation.

1. Digital Design

Service	Turnaround Time
All design services	24–48 hours

2. Fixed Restorations

Product Type	Production Time
Temporary crown	1–2 lab days
Standard single-unit crown	2–3 lab days
Layered / esthetic crown	+1–2 lab days
Bridge (multi-unit)	3–5 lab days
Implant crown	4–5 lab days
Titanium bar / complex implant case	5–7 lab days

3. Removable Restorations

Product Type	Production Time
Acrylic denture finish	3–4 lab days
Metal framework (CCP)	4–5 lab days
Valplast denture	4–5 lab days
Custom tray / wax rim	2–3 lab days

4. Orthodontic & Occlusal Appliances

Product Type	Production Time
Night guard	3 lab days
Thermoforming retainer	3 lab days
Appliance with steel wire	3–5 lab days
Expansion / functional appliances	5–7 lab days

Appendix C – Guarantee Period

Category	Product	Guarantee Time
Fixed Restoration	Zirconia	1 year
	PFM	1 year
	Emax	1 year
	PC	1 year
	Diagnostic waxup	/
	Temporary crown	1 month
Removable Restoration	CCP	1 year
	Acrylic denture	1 year
	Valplast denture	3 months
	Custom tray / wax rim	/
Orthodontic	Thermoforming (retainer / bleaching tray)	1 month
	Night guard	3 months
	Product with steel wire	3 months

Non-Warranty Scope

No. Description

- 1 After examination by technical director, the doctor's dental model or design has obvious defects, but the customer insists on using the model or design to work, resulting in remake.
- 2 The product is remade or repaired due to improper operation or use by doctors or patients.
- 3 Changes in the patient's oral condition, such as treatment of abutment teeth, re-preparation of abutment teeth, extraction of abutment teeth, loss of abutment, correction over time, or tooth movement leading to product failure.
- 4 The doctor changes the product type, design, material, shade, etc.
- 5 The patient fails to insert the restoration within the time agreed by the doctor, resulting in installation failure due to excessive delay.
- 6 Alveolar bone absorption in the missing tooth area causes the restoration to not fit, warp, or retain poorly.