



Winter 2007-2008

**** WINTER SHIPPING NOTICE ****

Winter is here again and that means using a little different shipping strategy to avoid having impressions damaged due to freezing. Even if you are located in the “Warm South”, please remember it gets quite cold where we are located in New Jersey.

Please follow these few simple steps to minimize damaged impressions:

1. **We urge you not to use metal impression trays**; they conduct the cold and will freeze quicker than impressions in plastic trays.
2. Try to mail packages at the Post Office, or give them to your letter carrier whenever possible. Impressions should not be left overnight in a car or a postal drop box.
3. If you ship to us with UPS Ground please realize that **UPS transports packages differently than the US Mail**. We receive many more frozen impressions shipped by “UPS Ground” versus those shipped in the mail. We also have UPS Next Day & Second Day Air labels available that will benefit our distant customers; priced at \$18 and \$10 respectively. The extra cost will outweigh the expense of retaking a batch of impressions. Please call us to request them.
4. If you use our UPS Ground labels please ship **early in the week, avoid Thursday & Friday**. If you must ship late-week, or the time in transit to us is 3 days or more (please call us for transit time) you should use the mail rather than UPS. UPS packages will sit outside in the trucks at the destination terminal overnight and over the week end where they can freeze. It is safer to hold impressions in your office (not in the refrigerator) for a few extra days and ship on Monday. You might want to consider using the mail during the winter and resuming shipping with UPS Ground again in the spring.

Please call us if you have any questions.

Sincerely,

ORTHO CAST, INC.
Your Study Model Lab