

ZimVie BellaTek® Milling Center Standard Turnaround Times

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

Laboratory-Designed Abutments	
Titanium	2
Titanium Nitride*	3
In-House-Designed Abutments	
Titanium	3
Titanium Nitride*	4
BellaTek® Bars and Frameworks	
	6
3D Printed Models	
	2

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

Example 1 - Standard Titanium BellaTek Abutment:

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

The ZimVie Milling Center reserves the right to reject any bar and framework case request with connections not represented in the BellaTek Bars and Frameworks Interface Compatibility Chart (ZVINST0114).

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

Key Terms and Conditions:

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

First Day: The date the case is received at the ZimVie Milling Center in Palm Beach Gardens, Florida, before the associated cutoff time (12 p.m. EST for in-house-designed cases, 3 p.m. 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 Laboratory-Designed Titanium and Titanium Nitride Abutments will be sent in three days not two.

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 12 p.m. EST. If received after 12 p.m. 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 12 p.m. EST next day. If the confirmation is granted after 12 p.m. EST the next day, another additional day is added to the standard turnaround times.

BellaTek Bars and Frameworks Manual 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 12 p.m. EST standard turnaround times next day. If the confirmation is granted after 12 p.m. 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.

For more information, visit [ZimVie.com](https://www.zimvie.com)

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