

Upcoming Schedule Update & Summer Availability

Dear Valued Clients,

As we head into the summer season, I wanted to share an important update regarding our lab schedule to help you plan ahead and continue providing seamless care to your patients.

I will be on vacation from **June 26 through July 20**, returning to the lab on **July 21**. During this time, our lab will remain open, and my team will continue to provide dependable service and support.

What Will Remain Available

- Retainers and select routine appliances
- Case intake and customer support
- Communication regarding current and future cases

Limited Services During This Time

Certain specialized appliances that require my direct fabrication—such as **nightguards and expanders**—will be placed on hold until I return.

Scheduling & Case Planning

You are welcome to continue sending cases while I am away. My team will process and complete all eligible work, and any cases requiring my attention will be prioritized upon my return.

Please note that I will need additional time to complete these specialized cases, with a full catch-up expected by **August 1**. To avoid scheduling challenges, I strongly recommend **not booking delivery appointments before August 1** for any appliances that fall into this category.

Pickup & Delivery Requests

During this time, please note a temporary change to our pickup scheduling process:

All pickup requests must be made directly through our delivery service provider.

Our office will not be coordinating pickup scheduling while I am away.

If you need assistance with contact information for the delivery service, please reach out to our team and we will be happy to provide it.

Thank you for your continued trust and partnership. If you have any questions or need guidance on case timing, please don't hesitate to reach out.

Wishing you and your team a smooth and successful summer season.

Warm regards,

Agim Saipi

A&B Orthodontic Lab