

CHOOSING THE RIGHT CLINICAL SCRAP REFINER

CREATING INCREASED VALUE AND RETURNS WHILE FOSTERING A PRODUCTIVE, LONG-TERM RELATIONSHIP

When it comes to dental scrap refining, you may not think much of the old gold crowns you're turning in. However, with the right scrap refining partner, the refining process can have a positive effect on your dental practice's bottom line with the potential of up to 60 percent more in scrap returns. The wrong partner can result in federal regulation violations, possible environmental liability and less money.

Dentists can best protect their interests and maximize their assets by considering a direct relationship with a professional precious metal refining company. Reputable firms, such as Clinical Refining by Jensen Dental, offer low minimum lot charges and offer a high level of service and personal attention. Benefits of using a direct refiner include:

- Official confirmation of scrap receipt.
- Photographic or digital recording of the materials being received and inspected.
- Expedited shipping arrangements and processing rate information.
- Free shipping containers and free transit insurance.
- Free advice, including access to the refining manager and other key staff.
- Complete and detailed information about your settlement process and return.

- Safe and secure transactions with maximum payout.

For more than 30 years, Jensen Dental's unique and trusted expertise in dental alloy manufacturing and refining has maximized clinical scrap returns for thousands of dentists and technicians. We possess the requisite technologies and environmental controls to process your scrap lot in house, as well as full-time metallurgists, chemists and technicians required to do the job correctly. We understand dental scrap materials, because we work with these alloys every day, and we operate under accreditation standards mandated by medical device ISO 13485 and the FDA, as well as the FDA's counterpart in Canada, Germany and Liechtenstein. Other non-alloy producing refining firms and middlemen do not have to comply with these manufacturing standards, beyond baseline environmental and local regulations.

At first blush, it may seem that old crowns can be easily qualified and quantified without professional sampling and assaying. This belief has led to non-traditional refining options, such as on-the-spot selling of dental scrap to traveling buyers and middlemen for cash. While we can all appreciate this kind of special service and convenience, there is also a steep price to be paid with this option.

In the past, when a majority of clinical

dental scrap was approximately 16 karat and yellow in color, quantifying and qualifying was much easier. The industry has since seen the rise of PFM restorations and the increasing shift towards lower noble white alloys, such as palladium-silvers and non-precious alloys which makes the visual assessment of scrap far more difficult than before. The increasing volatility of the precious metals markets only complicates the task for spot buyers. As a result, most road warriors who buy scrap are under-paying at your expense.

SETTLING FOR CASH OR DEALING WITH MIDDLEMEN CAN RESULT IN SOME POTENTIALLY UNEXPECTED CONSEQUENCES.

- Dentists are leaving substantial money on the table as a result of the 40 percent to 60 percent discount they take when it comes to spot scrap sales. For this reason, dentists should exercise due diligence when working with any scrap vendor, including avoiding television and Internet scrap buyers.
- Dentists are relinquishing financial responsibility for their scrap to middlemen, who may not come to their aid if there is a dispute with respect to their scrap at the refinery or if the material is lost and never makes its way to a refiner.
- Dentists are unintentionally exposing their practices to environmental

liability for possible hazards associated with the middleman's delivery of mercury or beryllium contaminated scrap to the refiner.

- Dentists are unintentionally exposing their practices to regulatory liability for unreported cash transactions undertaken with another party, defined as a dealer in precious metals, under the provisions of the 2001 U.S. Patriot Act*.

Your first priority as a dentist is to offer the best possible care to your patients. But as you well know, your practice is also a business. That's why it's important that you research your possible refining options. Here are some important elements to consider when selecting a refining partner:

FEES

Avoid teaser rates and don't get preoccupied with the subtle differences in yield and rate fees among refiners. Dentists charge differently, so do refiners. What matters most is what you get back after fees, and the focus should always be on the net bottom line. Trust can only develop with consistent experience over time.

TIMING

If a middleman settles your lot on the spot or in a day or two, chances are that they are not sampling 100 percent your scrap but estimating the value of your lot - and probably not in your favor. A reasonable time period to obtain a full accounting of your scrap from a refiner is up to two weeks after its arrival.

LACK OF PAYMENT OPTIONS

When you settle, your refiner should offer you the option of receiving your payment in check, alloy, credit or coin bullion. Avoid cash. If you think that no records are being kept by the middleman or refiners providing cash, the Anti-Money Laundering provisions of the U.S. Patriot Act say otherwise.

LACK OF INFORMATION

Paperwork can vary widely based on how transparent the vendor is. You are entitled to a detailed report depicting your original weight, the after-process or recovered weight, and each payable metal, as well as all refining fees and charges.

RECOURSE

Not all vendors can afford to hold your scrap intact until settlement, particularly smaller refining firms. They may settle lots without your approval for cash flow reasons. You should be informed upfront what options you will have in case you contest the settlement offer. Your refiner should allow you to request a re-assay and re-sampling or, most importantly, have your material returned intact at no charge. Your material should not be consumed until you are completely satisfied.

CREDITWORTHINESS

Refining vendors take in dental scrap every day and dentists are leaving to faith that they will get paid. Request bank and trade references, speak with colleagues, and acquire the refiner's

literature. Do not be misled into thinking that a firm has sufficient net equity simply because a company offers FedEx or UPS, has an attractive website or claims to have an affiliation with a dental association.

As an integrated dental alloy and refining company, Clinical Refining by Jensen Dental is committed to meeting all the above criteria while providing you with the best possible refining yields and the best customer service. We are also flexible regarding how you take your settlement, typically settling accounts with a check or wire transfer, bullion coinage, or credit to your account if you are cast gold user or alloy study club member.

Clinical Refining by Jensen Dental offers dentists the best possible refining yields and the highest level of services and accountability, thanks to our expertise and our accreditation standards. To learn more about our refining process and how we can help you maximize your scrap returns, please contact us at 800-243-2000 or visit us on the Web at www.jensendental.com/clinicalrefining.

*2001 US Patriot Act refer to: <http://www.jvclegal.org/index.php?categoryid=132>, See Section II, A - Definitions.

