



## Warranty and Return Policy

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The Warranty and return policy is rather simple and is as follows:

**Plastic:** We stand behind the plastic shell for a period of twelve months against cracking. If the plastic cracks within the first twelve months post dispense, we will replace it at no charge. Remember that if it is older than six months you will have to recast the patient as we only keep the plaster positives for a period of six months.

**Top Cover.** We stand behind the top cover for a period of six months against ripping and tearing. With this being said, there are a few common sense provisos that apply. Firstly, if you patient is a professional athlete, such as a pro or semi pro tennis player or a marathon runner etc..., one would not expect that the top covers would hold up the same as compared to the other ninety-nine percent of the patients who use them. In other words, I would expect, as should you and the patient that they will wear their top covers more quickly and severely than your usual patient to say the least. This policy covers normal or usual top cover wear and just as a more competitive athlete will go through four or more pairs of athletic shoe gear each year, it would stand to reason that the top covers I use would also need to be changed more often.

Other than that situation which will be judged on a case by case basis, if the top cover rips or tears before the six month post dispense point, we will recover the device at no charge to you or the patient.

**Recovers and pricing:** Since we pay for shipping both ways, the cost of a recover is \$35.00. Again, this includes shipping. If you require a rush on this or express mail, that of course would need to be communicated to us at the time and that additional cost would of course be passed along to your facility. We have a usual turn around time on recovers and adjustments of two days in house. Adjustments do not cost your facility anything and are a service that we provide free of charge.

**Returns:** Within a six month period we will take back a pair of orthotics and credit your account with the following common sense provisos that will apply:

1. You must provide us specific documentation of why the orthotic did not work and what you did to remedy the situation. We need this to ensure you have done the things to be mentioned as well as to use this for a learning lesson for the lab.
2. You must attempt at least two adjustments or attempts to get the patient comfortable or happy with their orthotics. This is to say that if the patient steps down on them and immediately says "I don't like them I want my money back", this would not qualify as a refund item as they have not attempted a break in period.
3. From a common sense stand point, all we want to know is that attempts were made by both you and the patient to try to wear the devices. If we see that was done and it just did not work out, we are happy to refund your account for the full price of the orthotics, assuming that this occurs within the first six months post dispense. For example, a patient who does not pick up their orthotics or who "changed their minds" after the orthotics are made do not ever qualify for a refund to your account.
4. If a return ever falls into a "grey" area, if you have been dealing with this lab for any period of time, you know that we will always work with you and that anything out of the ordinary will be dealt with on a case by case basis.



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