

Mailing and Shipping Policy

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Icon Orthotics strives to make your experience with using the lab an easy and relatively convenient thing to do. Included in the price of the orthotics is the foam casting boxes, the protective mailing sleeves and a UPS pre paid mailing label. The only things we do not provide you is packing tape which you will need to tape multiple boxes together and paper towels to place inside the cast to protect the foam. Both of these are described below.

The picture to the right shows all of the materials that you need to ship your foam casting box to the lab except for packing tape and paper towels. The picture shows the design form, a brochure, a prepaid mailing label sitting on the protective mailing sleeve which is just above the casting box. After you take you cast, you would of course do the “pen test” as described in this manual and once you are happy with your cast, it is time to prepare it for shipping.



You would now take three wadded paper towels and place one in the heel section, one in the mid foot section and one in the toe box section. These paper towels stop the foam from “shaking” or being rattled during shipping which can literally pulverize the foam impression if it is not adequately protected. This does not mean that if you do not put paper towels in your cast it will be destroyed, but from doing this for years and years, this rather simple step was found to be the one thing that actually did prevent casts from being

destroyed during transit. With that being said, do not **ever** place shredding into the casts as the shredding ultimately embeds into the foam and we have to pick out each piece of the shredding before we pour the cast. Additionally, it does not keep the top the foam in place like the paper towels do. Lastly, place the completed design form in the casting box.

Below left is a picture of a casting box being slid into a protective mailing sleeve. It is a tight fit but this was done on purpose so that it does not rattle during transit. Once the casting box is in, secure the self stick closing flaps of the protective mailing sleeve, fill out the UPS pre paid label, (shown on the right) and adhere the label to the protective mailing sleeve. The mailing label is self stick. Now all is left for you to do is to get this to an UPS center. We pay for shipping both ways but **we do not pay for driver pick up charges if you call the driver to come and pick up your box.** This fee can cost up to another five

to seven dollars per box they pick up. This cost, if it is incurred will be put on your invoice. To avoid this, either bring the cast to a UPS center or hand it to a driver when they are already in your facility as they won't tack on this charge.

