

Out Growth Policy

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This policy was created and designed to help the parents of children bear the financial costs of replacing their children's orthotics when they inevitably out grow them.

As this program was designed originally for young children, we understand that young teenagers also grow, so we have extended this policy to include any adolescents up to the age of thirteen. The reason for this is that for the most part the bones of the foot are fully ossified in most people, especially females, by the age of sixteen. We understand also that this does not hold true for everyone and if you have a request to purchase an outgrowth policy for someone a year or two older than this, simply contact the lab and we will grant this policy on a case by case basis.

The specifications of the out growth policy is as follows:

1. A parent has the option to buy an outgrowth policy at the time they purchase a pair of orthotics for their child at full price from you. You of course charge the parent your usual fee and the lab bills you for one pair of orthotics at the usual full price.
2. If they opt for an out growth policy, **enrollment in the outgrowth program costs the parent another \$60.00**. As per this policy, the parents must decide to do this or not within thirty days of your dispense date and not immediately so that mom can take a few weeks to decide if it is worth the extra money. Ultimately when mom sees that the orthotics are doing a great job, she will have a few weeks to decide if they want to purchase the policy or not. But with that being said, we must put a limit on the "decide time frame" and that limit is in fact 30 days from the date that you dispense the orthotics.
3. This \$60.00, regardless of when it is paid to you by the parent, will be billed to your account when we receive notice that you want to "add an outgrowth policy" to "Tim's" original orthotic order. This obviously can be done on the original design form if they decide immediately to purchase the policy. Regardless, just call us or fax a request for the addition and we will add it to your monthly invoice. We never accept monies or interact directly with patients. (See #6 below)
4. **This policy is good for a period of three years** from the date that we ship you the orthotics. This date, which we can track in our system, has a fudge factor of two weeks as we understand that you will not immediately dispense the orthotics upon receipt from the lab.
5. When the patient comes back for evaluation and it is deemed that they did in fact out grow the orthotics, simply recast them and send in the cast and design form with "out growth pair" written or indicated in the "notes section" of the design form. This will alert us to only charge your account \$60 dollars for that "out growth" pair instead of the full usual amount. (see pricing below)
6. We never accept checks from patients for any reason what so ever. We are a third party facility buffered by you the physician. This is to say, for business and legal reasons, that we can have literally no direct contact or interaction with any patient - ever. This is the reason why any checks we receive from patients will be returned to your office as all monies from patients must be paid directly to you. Again, we cannot ever compromise this particular policy.
7. **The policy covers outgrowth only.** It does not cover loss, theft or so that the child can have two or three pairs of orthotics for their different shoes and sneakers.
8. **This policy is good for three years.** At the end of the three years the parent must pay an additional \$60.00 to renew the policy if they wish to continue the service for their child.
9. Each policy has a distinct "lab number" just as each orthotic has so that we can track the policies in the same way we track our orthotics if you have any questions about them.
10. If the parent wishes to purchase two pairs for their child, if they opt for the outgrowth policy, they must purchase one for each pair. Again, this policy does not provide "multiple pairs" - (see #7).

The "outgrowth pairs" at \$60.00 dollars is of course our cost to you. This \$60.00 price is good for the entire three years regardless of the number of times the child out grows the orthotics. We recommend that you charge a minimum of \$175 - \$225.00 for the devices wholesale. This is of course up to you.