

APEX WARRANTY AND RETURNS

TERMS & CONDITIONS

All sales by Apex Foot Health Industries, LLC. and its affiliates (collectively “Apex”) are subject to its Standard Terms and Conditions posted at <http://portal.ohi.net>. Prices - Prices of Goods will be those prices published in the then current price list in effect on the date that Apex accepts the order for Goods sold, or as specifically agreed by the parties in writing. Prices are subject to change without notice. Prices quoted are exclusive of all taxes, insurance, freight, and charges of any kind, including without limitation, sales, excise, use and property taxes. Customer agrees to pay all taxes and other charges, excluding any taxes based upon Apex’s income.

Full payment for all Goods is due in accordance with the terms and payment procedures stated in the order acknowledgment or invoice issued by Apex to Customer.

Damaged Goods - Prior authorization from Apex for damaged Goods (worn or unworn) is required. All authorized stock returns and all returns of damaged goods must be shipped in compliance with Apex’s returned goods procedure to the address so directed by Apex.

Warranty & Returns - Apex footwear has a 90 day customer satisfaction guarantee. Apex will replace or issue a credit at customer’s purchase price within 90 days of customer’s purchase for Apex footwear. With your purchase, Apex will include a return packing slip, you will then go online to the Apex B2B Customer Portal at <http://portal.ohi.net>. to print a prepaid return shipping label for qualifying Apex footwear. If you are missing your return slip, please login to your customer portal to print a copy of the Return Authorization Form at <http://portal.ohi.net>. You will not be charged a restocking fee. Apex footwear returned after 90 days, which is new and in re-sellable condition, will not be charged a restocking fee as long as the purchase was within 6 months. For all other products, if the return is due to shipping error or manufacturer defect, Apex will provide prepaid shipping labels. Other incidents such as ordering errors will be evaluated for credit and will be subject to a restocking fee. Exchanges or credits will not be issued for special make-up items, i.e. individual Ambulator Shoes (each), custom orthotics, etc. If an item is accepted for credit, a credit memo will be issued within 10-14 days of receipt of return. Items that do not qualify for credit will be returned to the customer at their expense. Cash refunds will not be issued for credits; credit memos are to be used against future purchases.

The shipping address for authorized returns is:

Shipping Address For CDI Returns
ONLY:
Orthotic
Holdings C/O
Purolator
25801 Northline Commerce Dr.,
Suite 100
Taylor, MI 48180

General Shipping Address for Returns:
Apex Foot
Health c/o
OIA Global
2475 Wright
Blvd.
Hebron, KY 41048

FREIGHT CLAIMS AND SHORTAGES

Always check condition and number of cartons against the bill of lading and packing slip at the time of delivery. Damages during transit should be noted on bill of lading and you should contact your freight carrier immediately. Shipment shortages must be reported to Apex customer service within 3 business days of receipt of order. The terms & conditions and returns specified on this page apply only to Apex products.

Contact Apex

Email: aorder@apexfoot.com | Call: 800-252-2739