



# Apex Returns Information

## 90-Day Guarantee, No-Hassle Returns

### How to Make a Return for Apex:

1. Fill out the Return Authorization Form that was included with your original shipment.
2. Print out a pre-paid Return Shipping Label
3. Affix Return Shipping Label to outside of box and include merchandise to be returned as well as the completed Return Authorization Form in shipment.
4. Drop off package at your nearest FedEx Drop Box or FedEx Store
  - *Find a Fedex store near you at:*  
<https://local.fedex.com/>

### How to Print a Return Shipping Label:

1. Login to the Apex Portal at <http://portal.ohi.net>.
2. Go to the “My Orders Area” and select your type of Return:
  - a. CDI (Custom Diabetic Inserts)
  - b. Shoes for USA
  - c. Shoes for Canada
3. Fill out the required information for generating the returns label.
4. Print Label.

## Apex Return Policy:

If for any reason you are not completely satisfied with your Apexfoot.com order, you may return your merchandise within 90 days from the date of purchase.

Please return merchandise in its original box, if possible, and include the provided return authorization form with returns instructions. Unfortunately, we cannot refund your original shipping charge. Please allow two weeks for your return to be processed. You will receive an email when your return has been processed. A credit should appear on your account within two billing cycles. If you suspect a defect on worn merchandise, the merchandise must be returned for an inspection and a determination of eligibility for a refund or merchandise credit. Please call 800-252-2739 between the hours of 8:30 a.m. and 5:30 p.m. EST, Monday through Friday for further instruction on returning defective merchandise.

You may view the full Apex Dealer/Customer Return Policy & Standard Terms and Conditions of Sale on the Apex Portal at <http://portal.ohi.net>.