

WARRANTY ON ORTHOTIC DEVICES

Orthotic Shell

- Lifetime warranty against breakage/cracking of plastic and composite shells.
- EVA orthotics are warrantied against breakdown for a period of 6 months.

Topcover and Materials

- 6 month warranty on delamination, tearing and abnormal breakdown of the original topcover, additions, and modifications.
- \$30 charge will apply for the replacement of any broken-down materials after the 6 month warranty period.

*** Adjustments are not always possible for EVA devices. ***

PRACTITIONER DISCOUNTS

- Practitioner: 35% off each pair.
- Practitioner's Immediate Family & Staff: 25% off each pair.

The Protect® Program: The Langer Protect® Service and Maintenance Program offers patients a flexible, affordable and renewable two-year coverage plan that extends the guarantee and adjustment periods for devices. The benefits include coverage during the two-year policy period for adjustments, repairs or replacement of outgrown, lost or irreparable damaged devices. Practitioners report that the Protect® Program helps encourage patients to return for routine care and often improves patient satisfaction levels. Protect® also helps create patient awareness of the need for regular orthotic and biomechanical care. For further information about the Protect® Program, call 877-644-4344.

CUSTOM ORTHOTIC RETURN/EXCHANGE POLICY

In the event that your patient is not completely satisfied with the fit, comfort or quality of their orthotic device, we will work with you to make adjustments and modifications until your patient feels better with improved foot function. Detailed below are the terms and conditions of Langer's Refund & Exchange Policy Agreement as it pertains to Custom Orthotics.

Term 1: The custom orthotic credit policy is valid for 90 days from the date of manufacturing:

- a) At least one set of adjustments must have been made to the custom orthotic device prior to any credit requests.
- b) All credit requests must be made in writing, indicating the specific reason for credit with the custom orthotics returned. Any charges for additions and modifications that might have been made to the custom orthotics prior to the credit request, including shipping charges, will not be reimbursed.

Term 2: There are special circumstances which are beyond the control of Langer Biomechanics and DO NOT qualify for a refund. Situations below will NOT be eligible for credit:

- a) Patient is refused coverage by their insurance provider.
- b) Unclaimed or un-dispensed custom orthotics.
- c) Patient no longer requires the custom orthotics.

All Langer Biomechanics Partners are encouraged to collect a deposit from your patients to cover the laboratory costs associated with the manufacturing of the custom orthotic devices