

If you need to return your Custom Foot Orthotic:

In the event you need to return or exchange your custom foot orthotic, we will work with you to make adjustments and modifications. Simply return the custom foot orthotic indicating what adjustments need to be made and we will take care of your patient.

**See below for our complete return and exchange policy.*

To return your custom foot orthotic for an adjustment or modification, follow these simple steps.

1. Download and complete our Repair Work Order Form.
2. Box up the custom foot orthotic that needs to be adjusted. If there are significant changes and a new cast/scan is needed please call our clinical service team.
3. Print out a complimentary Return Shipping Label.

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 PedAlign'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 or 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 PedAlign 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.

SHIPPING

Inbound Shipping to the Laboratory

- Customers are responsible for all inbound shipping to our laboratory. In order to receive the product in a timely manner, we recommend that you use a courier service such as FedEx. Pedalign will not be held responsible for inbound items that are lost in transit to our lab. We advise you to use a service that will track the package being shipped.

Outbound Shipping from the Laboratory:

- Complimentary outbound shipping is provided for orthotics. Standard turnaround time is 5 business days of production in the laboratory and shipped out on the 6th business day.