

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.
- *** Material replacement fee schedule does not apply to EVA devices. ***

Adjustments

- Free adjustment service on original order specification for 90 days.
 - Please note that a \$30 charge will apply for any new additions and modifications to original order.
 - \$30 charge will apply after 90 days of the original order date on all repairs.
- ***Adjustments are not always possible for EVA devices. ***

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.