

# SHIPPING AND RETURN POLICY

## Shipping

Products ship directly from each manufacturer one to two days from the time they are ordered. As most products ship from the east coast, delivery time ranges from 1 to 2 weeks. Occasionally shoes are backordered. When they are, the manufacturer informs SafeStep and we pass that information on to you via email and by noting on the website.

If Medicare compliance documentation is being procured, shoes do not ship and are not billed until documentation is obtained and guaranteed.

Custom inserts and AFOs are also not charged at the time ordered but only once shipped.

Shipping costs can be minimized by ordering more than one item at a time. The shipping costs for items from multiple manufacturers will be less than if ordered from manufactures directly. The fewer the points of origin, the less costly is shipping.

## FREE Returns for Shoes

If your patient is not satisfied with your shoe purchase, you can return your order to SafeStep for a full refund (Returns must be unworn, in the state you received them, and in the original packaging). Use our easy return process (via "Easy Returns") to order a free return label - your domestic shipping costs are prepaid\*.

With SafeStep's 6-month return policy, we simply ask that you send the items back to us in the original packaging, and make sure that the merchandise is in resalable condition.

## Return With SafeStep - It's Easy:

- You can return your purchase for up to 6 months from the shipment date.
- Products must be in the condition you received them and in the original box and/or packaging.\*\*
- Return shipping is FREE\*.
- Please do not send your purchase back to the manufacturer.
- Once your return is received and inspected by SafeStep (usually within 24 hours of receipt), "My Orders" on your web account will indicate the return and your refund will be processed. Returns processed during the first half of the month are credited to your account on about the 18th of the month; returns processed during the second half of the month are credited on the 4th of the following month. Please note that depending on your credit card company, it may take an additional 2-10 business day after your credit is applied for it to post to your account.
- Every once in a blue moon, a manufacturer may ship a product different from what was ordered or that exhibits a slight defect. If this occurs, call SafeStep at 866.712.7837 and we will arrange for immediate replacement.

*SafeStep is committed to your practice growth by offering the most services and the widest selection of products from the industry's leading manufacturers. We know our success is based on your success. We will continue to develop ways to improve patient care and practice growth and appreciate the opportunity to be your partner in this pursuit.*



# RETURN INSTRUCTIONS

## Step One:

### Include Return Authorization

The original packaging contains a packing slip that helps us identify your items with your order so we can credit your account successfully. Products must be returned in the original shoe box and/or packaging. If you do not have the original packaging, which includes the Return Authorization code, you can easily either print it up yourself by going to the SafeStep website or calling us at 866.712.STEP (7837). Please include the Return Authorization in your shipping box.

## Step Two:

### Print a FREE\* FedEx Shipping label

You can print a FREE FedEx shipping label. Here's what you need to do:

- Log into your account by going to SafeStep.net.
- Click "Easy Returns" on the left side of your Members Home Page.
- Click the blue button that reads "Click To Request FedEx Label to Return Products" and follow the instructions to print and/or email yourself the return label.

Prefer to let us create the shipping label for you?  
Call us at 866.712.STEP (7837).

Please do not return shoes using shipping label intended for custom inserts and AFOs.

## Step Three:

### Your Shipping Box

Return items in a single shipping carton. You can use your original SafeStep box you received, or any plain, unmarked cardboard box to ship your return. If there are any existing shipping labels, stickers, or other materials on the shipping box from previous shipments, please remove them. Attach the FedEx label. Give your return shipment to a FedEx driver at the time of a delivery or drop off at your nearest FedEx location.

## We'll Take Care Of The Rest For You!

### Return Shipping Is Absolutely FREE\*!

Once SafeStep has received and inspected your return, your refund will be issued and your web account will indicate confirmation that your return is completed.

\*Free return label available once every 30 days.

## How to print Return Authorization label:

- Log into your account by going to SafeStep.net.
- Click "Easy Returns" on the left side of your Members Home Page.
- Locate the order number that contains the item(s) you wish to return and select it.
- Check off the item(s) you would like to return.
- Click on the "Return Checked Products" button.
- Display and print your Return Authorization label.

## \*\*No credit will be allowed for any of the following reasons:

- Not returned within 6 months
- Product demonstrates wear
- Discontinued Product
- Custom Product

