

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 The Orthotic Group'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.

ALL TOG Partners are encouraged to collect a deposit from your patients to cover the laboratory costs associated with the manufacturing of the custom orthotic devices.

FOOTWEAR RETURN/EXCHANGE POLICY

- We offer returns and exchanges within 30 days of the original order, provided the footwear has not been worn and the original manufacture insert/footbed is included
- For full returns, a credit will be issued on your next accounting statement. **Damaged footwear boxes will incur a \$15 charge.**

CUSTOM BIRKENSTOCK® SANDALS

Returns/Exchanges

- We offer refunds and exchanges within 30 days of the original order at 50% value of the shoe portion.
- Custom Birkenstock® sandals are custom made to order and are not eligible for full refund or exchange.

Note: Please ensure correct sizing prior to placing order.

Warranty

- 3 months against defects in materials and workmanship including hardware, sole delamination, straps, buckles, top cover, accommodation placement and stitching.