

## WARRANTY ON ORTHOTIC DEVICES

### Orthotic Shell

- Lifetime warranty against breakage/cracking of plastic and composite shells.
- EVA orthotics are warranted 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 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.