

# GENERAL INFORMATION AND LABORATORY POLICY

## WARRANTY ON ORTHOTIC DEVICES

### Orthotic Shell

- Lifetime warranty against breakage/cracking of plastic shell.

### Topcover

- 6 month warranty on delamination, tearing and abnormal breakdown of the original topcover.
- New topcovers requested within 6 months of the original order (that do not fall under the topcover warranty) will incur a \$25 charge.
- For a recover past the 6 month warranty period, a \$25 charge will apply.

### Additions and Modifications

- 6 month warranty on abnormal breakdown, as well as delamination of additions and modifications.
- For any additions and modifications that are added to the original prescription order after it has been processed, an additional \$25 charge will apply.
- For the replacement of any broken down additions and modifications, a \$25 charge will apply after the 6 month warranty period.

### Adjustments

Free adjustment service for **90** days based on original order date. To request an orthotic adjustment or warranty service, please ship the devices with a completed letter or order form clearly explaining the requested repair to the lab. **\*Please note that any additions to an original order are subject to a charge.**

Each orthotic product is individually manufactured based upon your prescription, with the goal of meeting your patient's therapeutic needs. We stand behind our products as well as being dedicated to helping you deal with patient compliance and modifications to our orthotic devices. Adjustments to orthotics are normal. If you are experiencing problems with a pair of orthotic devices, please call and speak to one of our Clinical and Biomechanical Advisors for assistance.