



## CUSTOMER FEES AND POLICIES

We are happy to report that our business has been steadily growing over the last 5 years, and we continue to add new customers every day. With our continued growth we find it necessary to change some of our procedures and policies to reflect that growth.

- **Shipping Policy**

As of January 2016 shipping prices from our Vendors have increased, and we have had to increase our shipping prices accordingly.

- **Shipping Policy**

In general, orders under 10 pairs that have in-stock items will be shipped the day following receipt of the order. Orders for more than 10 pairs, narrow orthotic orders, or orders with out-of-stock items may take several more days to process. Special orders with adjustments may take up to 4 days to process.

In the case of out-of-stock items, if you have a preference as to whether your order ships partially complete or that it is held until all items are available, please let us know and we will note it in your account. Shipping charges will apply to all shipments, whether partial or complete.

- **Return Policy:**

Items may be returned for full future credit (minus shipping fee) unused and undamaged in original packaging within 30 days of purchase with copy of original receipt, a 25% re-stocking fee may apply. **Orthotics that have been customized are not returnable.**

- **Mis-matched Pairs:**

Effective June 1, 2012 there will be a \$5.00 fee for ordering mis-matched pairs.

- **Topcovers:**

Topcovers are available for an additional charge of \$25.

- **Adjustments:**

Miscellaneous adjustments or add-on items such as met mounds, heel cushions and heel lifts are available on a fee for service basis (typically \$10 - \$15 a pair).

- **Patient Education Brochures:**

25 FREE Patient Education brochures (QUADRATESTP® or littleSTEPS™) are provided FREE OF CHARGE to any new kit customers. Additional brochures may be purchased for a fee of \$12.50 for a bundle of 25 brochures (\$10 each if you order 2 or more bundles).

- **Warranty:**

60 day warranty against manufacturer's defect or breakage that occurs under normal use. This does not include any modifications you or your healthcare provider make to the device. Warranty does not imply, nor include, any guarantees of successful clinical outcomes.