

Returns & Adjustments

We do our best to make sure that you are satisfied with every visit. However, a device may need to be returned or adjusted sometime.

IT IS OUR POLICY TO ACCEPT RETURNS AS FOLLOWS:

- 1** A custom, customized or modified device can only be returned if it does not comply with the physician's prescription.
- 2** **NOTE:** If such a device must be worn in a particular type of shoe, it is your responsibility to do so. A device fabricated for insertion in a depth shoe, for example, cannot be returned because you are wearing another type of shoe.
- 3** An unused, over-the-counter, unmodified device can be returned for credit within 15 days if accompanied by a receipt.
- 4** **Refunds will be made as follows:**
 - » If the original purchase was made by cash or personal check, a refund will be made by check and sent by mail.
 - » If the original purchase was made by credit card, a credit will be issued for the original amount.

ADJUSTMENTS TO ORTHOTIC DEVICES:

There will be no charge for adjustments to orthotic devices or equipment we provide for 90 days (or the Manufacturer's warranty period) after the delivery of the item.

There may be a charge for time and labor for repairs or replacements to orthotic devices or equipment we provide after 90 days (or the Manufacturer's warranty period) from the date of delivery. Our labor charge is \$100.00 per hour.