



Your New Foot Orthotics Need A Little Attention Too!

We are happy that you chose Transcend O&P to provide you with Custom Foot Orthotics. Your custom foot orthotics can be the solution to your foot problems....and help relieve pain in other parts of your body as well. In order for you to get the most out of your orthotics, please review the care and usage instructions listed below...and remember, please contact us with any questions or concerns you might have. We are happy to help!

- Please remember that your orthoses may require some adjustment after your initial fitting.
- More than your normal walking activities should be avoided for the first two weeks after your initial fitting. Athletic or strenuous activity should be avoided during this period.
- Check your feet daily for red spots, especially if you have been diagnosed with diabetes or neuropathy.
- Talk with your practitioner about appropriate and inappropriate footwear for your foot orthotics.
- Cleaning your orthoses is required! Periodically wipe down the top surface with rubbing alcohol and a soft clean cloth.
- Do not clean in washing machine or dishwasher.
- The lifespan of your new orthoses will depend on your activity level and weight.

For replacements or adjustments to any of the products listed above, please contact our office.

Thank you again for choosing Transcend O&P to provide you with your custom foot orthoses! We look forward to working with you and are confident your foot orthoses will provide you with the relief and comfort you need!

Recommended Wearing Schedule:

_____ Consult prescribing physician

_____ As Follows: _____

Warranty Policy

The warranty period for custom orthoses is 90 days from the date of service for workmanship and materials. The warranty is void if the device has been adjusted, repaired, or altered by anyone other than an employee of Transcend Orthotics & Prosthetics, or if the device or any of its parts have been subjected to misuse, negligence, or accident. Non-custom, off-the-shelf items may come with a manufacturer's warranty.

Adjustments or minor repairs performed by the Transcend O&P practitioner within the warranty period will be made at no charge. There may be a charge for time and labor for repairs or replacements to orthotic devices provided after 90 days from the date of delivery. Our labor charge is \$100.00 per hour.

If there is a problem with the orthosis, it is in the patient's best interest to communicate with the Transcend O&P office or practitioner in a timely manner. This will allow the practitioner to resolve the problem as efficiently and as quickly as possible. Failure to contact the treating practitioner, or infrequent or non-use of the device may result in the patient's need to be re-evaluated for appropriateness and fit of the device. This situation does not absolve patient from responsibility for payment.