

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, off the shelf device, in the original packaging can be returned for credit within 48 hours of receiving the item. If the device is defective then we have a 6 months warranty per manufactures guidelines.
- 4.** Refunds will be made as follows: all refunds will be made by check and mailed within 10-15 business days from the day of the return.

ADJUSTMENTS TO ORTHOTIC DEVICES:

There will be no charge for adjustments to orthotic devices or equipment we provide for 60 days after the delivery of the item.

There may be a charge for time and labor for adjustments to orthotic devices or equipment we provide after 60 days from the date for delivery. Our labor charge is \$60.00 per hour and these charges are generally filed not accepting assignment.