

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 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 of delivery. Our labor charge is \$60.00 per hour and these charges are generally filed not accepting assignment.