
Services and Terms:

Orthotics are returned in 5 to 10 days upon receiving order form.(not including return shipping time).

Credit Cards may be used for one orthotic, or kept on file for all future orders.

Terms- net 30 days on approved accounts, late payments will be charged an additional 1.5% per month.

\$25 fee for any returned checks.

48 Hour Rush service costs an additional \$30.

Casts are stored for 4 months or they can be returned. \$15 is required for packing and shipping.

Shipping:

You may select your own personal mailing service or we offer:

Merchandise Return Labels. The following charges will apply:

1 or 2 one inch cast boxes will be a **\$5.00** shipping charge. (System II)

1 two inch cast box or 1 plaster cast will be a **\$5.00** shipping charge. (System I)

Additional two inch cast boxes or each additional plaster casts will be **\$2.00** each.

Airborne Express (to lab) is \$12.00 for Second Day service up to 1 Lb. or Next Day service \$24.00 up to 1 Lb.

If you are sending a check please include the mailing service fee with your orthotics payment.

Additional Air Charges for packages over 1 Lb. will be added to your invoice.

Returning Orthotics to your office:

Please enclose a check with your cast or fill out credit card information on lab order form, unless other billing arrangements have been made.

Airborne Express (from lab) is \$12.00 for Second Day service up to 1 Lb. or Next Day service \$24.00 up to 1 Lb.

All other shipments will be sent U.S. Postal Service (Priority Mail) absorbed by Foot Function Lab.

Warranties:

Covers all orthotics made by Foot Function Lab.

Adjustments will be made for any defects in workmanship or materials that results in an improper fit.

Foot Function Lab's orthotics are a custom product, thus they may not be returned for cash or credit.

Improper fit resulting from an inaccurate or incomplete prescription will not be corrected without any charges.

All warranties offered are void if orthotics are:

Abused or exposed to harmful environments.

Modified by anybody other than Foot Function Lab.

Misplaced, stolen, or obtain an improper fit due to growth.

We must receive defective pair of orthotics before we remanufacture replacements.

Material Warranty

Carbon Graph and Polydor shells are warranted for six months.

Subortholene, Polyethylene, and Polypropylene shells are warranted for their lifetime.

All System II parts, excluding top cover, are warranted for one year against defects.

Discounts:

For the Doctor and his family (wife & children) we discount our orthotics at 25% (established accounts only)

For all office staff we discount our orthotics at 10%.