



Custom-made Foot Orthotics & Orthopedic Footwear: Warranty & Exchange Policies

Manufacturing Process:

Your Custom-made Orthotics were manufactured by Ontario Orthotic Lab (OOLAB) – 42 Niagara St., Hamilton, ON., L8L 6A2. Ontario Orthotic Lab is an accredited member of PFOLA (Prescription Foot Orthotic Laboratory Association) with a licensed Chiroprapist and Podiatrist on staff.

Casting Technique: The technique used to create your Orthotics was a non-weight bearing cast performed in the subtalar neutral position.

Manufacturing technique: A Laser scan of your negative cast was used to create a corrected positive. Your orthotic plate then vacuum formed over the corrected positive.

Warranties:

Orthotic Warranty:

- Unconditional **lifetime warranty** on **shell material** against **fracture or breakage**
- **6 month warranty** on all **top covers, soft additions** (pads) and **added features**

Orthotic Policies:

Return Policy:

All custom orthotics are non-returnable and non-refundable for credit. *Each orthotic device is manufactured based on your unique individual impression and diagnosis. If prescribed results are not achieved, we will be partner with you and Ontario Orthotic Lab to identify the problem and work towards a satisfactory result.*

Orthotic Modifications:

Modifications/alterations to original prescribed orthotic that will be made at **no charge** for **three (3) months** from time of manufacturing include the following:

- increasing/lowering arch height
- narrowing or shortening orthotic shell or heel cup
- shortening top cover material

Modifications/alterations to original prescribed orthotic that **will incur reasonable charges** any time after original orthotic is manufactured include the following:

- **modification or addition** of soft features (pads, extensions, posts, arch fill, underlay etc...) after warranty expires
- modification/alteration requiring **replacement** (change) of original **shell material**
- re-conditioning or re-covering of orthotics (after warranty expires)

Orthotic Modification Charges:

Orthotic Repairs (non-warranty)

Modifications (after 1 st 3 months)	\$40 (incl. tax + shipping)
Replacement (Change) of Shell	\$60 (incl. tax + shipping)

Orthotic Re-covering (non warranty)

\$40 (incl. tax + shipping)

Footwear Warranty:

All footwear supplied by Ontario Orthotic Lab carries the same manufacturer's warranty which applies to the retail market of the product against defect breakdown or workmanship. This warranty is subject to the manufacturer's approval and the footwear must be presented to the manufacturer before a decision may be rendered and/or replacement footwear may be released. *This process may take up to 4 weeks to complete, and shipping charges would apply to the patient's account.*

Footwear Policies:

Footwear Exchanges:

Exchanges for size, style, or credit, are **ONLY** permitted **within 3 months** provided the footwear has **not been discontinued, altered, or subject to use** (ie. Any **wear patterns** on the sole of the footwear or **stretching** of uppers of the footwear are **not permitted**).

Footwear must be returned with **manufacturer's insoles** and in its original, **unmarked packaging**.

"**Special Order**" footwear is **not returnable** for exchange and **non-refundable** at any time.

Exchanging footwear that causes **alteration or modification of the prescribed orthotic** will cause the patient to incur **Orthotic modification charges**.

Note: Ontario Orthotic Lab will allow a single footwear exchange (without orthotic modifications) without **shipping charges**. Patients will be responsible for **shipping charges (\$15)** associated with **further footwear exchanges**.