

# Terms and Policies

## Services

Actual return time of completed orthotics is one week from the time we receive your casts. Rush

## Orders

Completed as requested at no charge. Repairs and adjustments: Shipped within three working days.

## Cast Types Accepted

Plaster or casting foam: Off weight bearing, semi-weight bearing or weight bearing. Cast storage is provided for six months at no charge. Casts returned upon request.

Podiatric consultation with an on staff certified orthotist available when needed.

Prepaid mailing labels and cartons are provided at no charge for your convenience for shipping to Ortho-Rite. In order to keep to our one week turnaround promise, Ortho-Rite is proud to provide Airborne Express Service for the return of your finished orthotics.

Return of shoes or positive casts will be charged a nominal shipping fee.

## Terms and Conditions

Open credit will be established for all new accounts upon placement of the first order. Ortho-Rite will provide an invoice for each pair manufactured. Itemized statements are mailed out monthly.

## Credit Terms

Net 30 days from the date of the invoice. Finance charges will be assessed on all past due accounts. Payment may be made from the invoice or statement. Visa, MasterCard or Discover are accepted as payment.

## Guarantee

All shells carry a lifetime guarantee against breakage. Posting, Top covers, extensions, additions or modifications, carry a standard six-month guarantee against workmanship or defect. Up to six months after an orthotic's completion, Ortho-Rite will make all necessary adjustments at no charge providing that Ortho-Rite is at fault. After six months, repairs and adjustments are billed appropriately. All orthotics covered under the Ortho-Rite umbrella policy will be repaired at no charge.

## Chargeable Repair Rates

The following chart will depict the chargeable rate of repairs and adjustments that are in effect after the six-month period of guarantee expires. This applies to repairs, replacements, additions, or adjustments that are chargeable on a per pair basis.

1 item.....	\$10.00
2-3 Items.....	\$20.00
4 or more.....	\$30.00

**Example 1:** Recovered with new extensions constitutes 2 items and a \$20.00 charge.

**Example 2:** Recovering or reposting constitutes 1 item and a \$10.00 charge.

**Example 3:** Recovering with extensions, new posts and accommodations constitutes 4 items and a \$30.00 charge.

## Ortho-Rite Umbrella Policy

The Ortho-Rite Umbrella policy covers your patients orthotics for 24 continuous months of coverage, worry free. Ortho-Rite allows you, the practitioner, to either sell the plan, or we include the policy with each pair, which is optional to the patient. Please call us for further information.

## Shipping/Handling

\$5.50 per item for anything that's not a new pair of orthotics, i.e.: repairs or return of positive casts.

## Volume Discounts

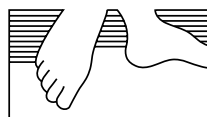
Volume discounts are available. All accounts must be current for the volume discount to apply. Please call and inquire.

## Returns

Ortho-Rite orthotics are hand made to the clients prescription. Any returns for credit are evaluated on an individual basis.

## Professional Courtesy

The practitioner is entitled to one free pair of orthotics for their personal use. The practitioner's immediate family qualifies for a 50% discount, while the practitioner's office staff can receive a 25% discount.



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