

# Terms and Policies

## Services

Actual return time of completed orthotics is seven to ten days 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, Scanned 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 for a minimal shipping charge of \$15.00 per each set of casts.

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

Boxes, prepaid labels, either UPS or Postal labels are provided at no charge for your convenience for shipping to Ortho-Rite. In order to keep a short turnaround, Ortho-Rite is proud to provide UPS United Parcel Service for the return of your finished orthotics.

Return of shoes will be charged a nominal shipping fee of \$5.00/pair.

## 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 invoice. Finance charges will be assessed on all past due accounts. Payment may be made from the invoice or statement. Visa, MasterCard, American Express, Discover or check are accepted as payment. All accounts that surpass 90 days past due will be placed on credit hold without verbal or written notice.

## Guarantee

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

## Chargeable Repair Rates

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

1 Item .....	\$30.00
2-3 Items .....	\$40.00
4 or more .....	\$50.00

## Note:

All repairs will have a \$10.00 shipping/handling charge per pair. This applies to both UPS and courier service shipping. No exception.

Example 1: Recovered with new extensions constitutes 2 items and a \$40.00 charge.

Example 2: Recovering or reposting constitutes 1 item and a \$30.00 charge.

Example 3: Recovering with extensions, new posts and accommodations constitutes 4 items and a \$50.00 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

\$10.00 per item for each pair shipped including repairs. Positive cast returns will be charged \$15.00 per cast for returns. Shoes will be charged \$5.00 per pair returned.

## 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 qualify for a 50% discount, while the practitioner's office staff can receive a 25% discount.