

PREMIER ORTHOTICS LAB

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TERMS AND CONDITIONS

(Effective December 21st 2010)

This replaces all previous Terms and Conditions

Orthotic Volume Discounts

- 15% off on multiple pairs when ordered at the same time as the first pair. Applies to lower priced orthotics.
- 10% off on orders of 20-49 pairs per month (does not apply to multiple pairs and applies to orthotics only).
- 15% off on orders of 50+ pairs per month (does not apply to multiple pairs and applies to orthotics only).
- Volume is determined by the total number of orthotics ordered and invoiced during a calendar month.

****Volume discounts only apply if account is paid in full by the 15th of the month.**

Shipping

- POL will incur incoming and outgoing shipping costs within Ontario provided that the incoming packages contain a **minimum of 3 new cast impressions**. Please call for rates outside of Ontario.
- Shipping charges of \$9.50 will be applied to the client account if packages arranged on POL courier account contain less than 3 new cast impressions.

Warranties and Policies

Orthotics

- Lifetime warranty on all thermoplastic orthotics against breakage.
- 6 month warranty from time of invoice date on top covers and soft modifications subject to regular wear.
- Re-covering or modifications to a POL or Non POL made orthotic will incur a **refurbish charge of \$25**. Adjustments for orthotic fitment to non POL footwear will also incur a charge of \$25.
- Thermoplastic shell modification requests that are NOT included on the original prescription order form (ie. change from 1mm to 2mm, change from polypropylene to carbon, reversal of 1st met cut out, etc..will incur a manufacturing / remoulding charge of \$45. **Please note: If shoe exchanges are made from a sandal to anything else (including sandal of a different brand), an orthotic remould fee of \$45 will also apply.**
- Soft modification requests that are NOT included on the original prescription order form but do not require alterations to the prescribed shell such as additions of a met pad, heel spur pad, arch fill, fore foot and rear foot extrinsic postings, etc. will incur a refurbish fee of \$25.
- Adjustments to original prescribed orthotics will be made at no charge for 3 months from the invoice date. This includes lowering or increasing medial longitudinal arch heights, narrowing or shortening an orthotic shell and/or heel cup of shell, shortening top covers from full length to sulcus or 3/4 length and shoe fitment issues for POL provided footwear. After 3 months from invoice date a \$25 charge will be applied.
- All negative cast impressions shipped to POL become the property of POL and will be stored for 2 years. If casts require longer storage patterns please contact customer service to make the necessary arrangements.
- All negative cast impressions are transformed into plaster positive corrected foot molds. Therefore negative casts cannot be returned to the client, only the plaster corrected positive can. Shipping charges will be applied to your account for such requests.
- **All custom made POL orthotics are not returnable for credit.**

Footwear

- Manufacturer's warranty varies and applies against defect or breakdown. This warranty is subjected to manufacturer's approval and all footwear must be sent to POL to be presented to manufacturer before a decision is made. This process may take upto 3-4 weeks. All shipping charges will be applied to the client's account.

please see reverse.

Samples

- Orthotic samples - \$10 each.
- Footwear samples - \$40 each.
- All footwear samples purchased are eligible for upgrade or exchange when new models become available. **It is the clients responsibility to contact the lab and request footwear upgrades.**
- Footwear samples must be returned in original condition with no external markings, modifications or wear.

Footwear Exchanges & Return Policy

- Exchanges for size or credit are permitted within 2 months from the invoice date providing the footwear has not been modified, worn or discontinued. **Any wear patterns on the sole, scuff marks, wrinkles or over stretching of footwear uppers are not permitted.**
- Footwear must be returned with manufacturer's insoles, and in its original, unmarked packaging. (Any packing tape or shipping labels attached to footwear boxes are not permitted). If footwear returns do not meet the full compliance of conditions for exchange or credit they will be sent back to the client with incurred shipping charges
- **Special order footwear is not returnable for exchange and is non-refundable.**
- Shoe only orders are returnable for size exchanges **for the same patient only** but cannot be returned for credit.
- **Shoe only orders are only available to clientele that use Premier Orthotics Lab for orthotic manufacturing.**

Rush Orders

- Orthotic only rush order charges are \$25 per pair and will be guaranteed to ship on the 4th business day.

Payment Terms

- Invoices are due and payable by the 15th of the month following invoice date. Monthly statements are prepared at the end of the month. e.g. for January statement, payment is due by the 15th of February.
- We accept payment by cash, cheque or credit card (VISA or Mastercard Only).
- Volume discounts are only applied on current accounts.
- Overdue accounts are subject to a 2% monthly interest rate.
- **Accounts 60 days past due will be placed on credit hold and all product will be held until paid in full.**
- Any N.S.F. cheque is subject to a \$50.00 charge.