

## TERMS AND CONDITIONS

(Effective June 1<sup>st</sup> 2016)

This replaces all previous Terms and Conditions

### 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 (i.e. change from 1mm to 2mm, change from polypropylene to carbon, reversal of 1<sup>st</sup> met cut out, etc.) will incur a manufacturing / remolding charge of \$45. **Please note: If shoe exchanges are made from a sandal to anything else (including sandal of a different brand), an orthotic remold 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.
- All negative cast impressions shipped to POL become the property of POL and positives to 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 up to 3-4 weeks. All shipping charges will be applied to the client's account.
- Shoe only pricing can be converted to package pricing for the same patient if the shoe/orthotic is ordered within **30 days** of the initial shoe/orthotic order. Please notify the lab for any such adjustments.

#### **COMPRESSION STOCKINGS**

- Shipping fee of \$8 + HST per shipping box.
- POL is unable to accept returns of compression socks due to hygiene purposes.

### Shipping

- POL will incur incoming shipping costs within Ontario provided that **each** incoming package or shipping box contains a **minimum of 3 new patient cast impressions**. Please call for rates outside of Ontario.
- Footwear and impression foams must be shipped to Premier Orthotics Lab in proper packaging to avoid damage during transit. POL bears no responsibility for any such damages.
- Shipping charges of \$9.50 + HST will be applied to the client account if inbound packages arranged on POL courier account contain less than 3 new patient cast impressions.
- Shoes, orthotics or negative casts shipped in error to the lab will be shipped back at the customer's expense for a flat fee of \$9.50 + HST.

### 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 client's 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.
- If footwear is returned/exchanged in a damaged shoe box, a fee of \$25 will be charged.
- **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.**
- **Shoe only orders are only available to clientele that use Premier Orthotics Lab for orthotic manufacturing.**
- **All shoe only orders and shoe only returns for credit will incur an administration fee of \$5 per pair respectively.**

### Rush Orders

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

### Multiple pair discounts

- 15% off on multiple pairs when ordered at the same time as the first pair. Applies to lower priced orthotics.

### Payment Terms

- Invoices are due and payable by the 15<sup>th</sup> 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 15<sup>th</sup> of February.
- We accept payment by cash, cheque or credit card (VISA or MasterCard Only).
- 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.
- A \$20 Surcharge is applicable for all declined credit card transactions. Please ensure that your card is capable of handling your monthly volumes or any changes to your card to avoid any additional charges.