

## Orthotics & Customized Orthopedic Shoes

### ***Getting Ready For Your Foot Analysis Appointment***

- If you have insurance or a health spending account that covers orthotics and/or customized orthopedic shoes, you will require a doctor's prescription to be eligible for reimbursement.
- Please **bring your prescription and your insurance details** with you to your foot analysis appointment.
- There is a charge of \$55.00 + GST for the Foot Analysis. The fee will be waived **if you purchase orthotics or customized orthopedic shoes.**

### ***Purchasing Orthotics or Customized Orthopedic Shoes***

- Payment in full is required prior to ordering orthotics or customized orthopedic shoes.
- GST is added to all purchases.
- Direct insurance billing is NOT available for orthotics or customized orthopedic shoes.
- **Please note that clients' are responsible for submitting their insurance paperwork for reimbursement.**
- The foot analysis documents required for insurance reimbursement will be provided after receipt of payment.
- Delivery is 10 -15 days for orthotics (15-20 days for shoes).
- We will call you when your orthotics arrive and book a fitting appointment.
- Please bring the shoes that you will be wearing the orthotics in to the fitting appointment.
- A three week follow-up appointment will be booked at the fitting appointment.

### ***Modification/Refund Policy***

**Orthotics Modifications:** The first modification is free as long as the client reports a problem before or at the 3 week follow-up appointment. After 3 weeks, there is a \$150.00 modification charge.

**Orthotics Refunds:** Orthotics can be returned for a refund providing we are contacted within three weeks and the orthotics are returned to us within four weeks of being dispensed. Clients are booked for a follow-up visit at 3 weeks and must return the orthotics to the clinic before the end of the fourth week. **A full refund, less the charge for the foot scan which was waived, will be provided to the client (or insurance company, if applicable).**

**Orthotics Warranty:** Module warranted against cracking or splitting for 2 years. Posting warranted against normal wear and tear for 1 year. Top covers and bottom reinforcement warranted against normal wear and tear for 6 months.

**Orthopedic Shoes** - All sales are final on shoes once the client tries them in the clinic and takes them home.