



Warranties, Policies, and Terms

Updated Spring 2021

Warranties

ORTHOTICS

- Unconditional lifetime warranty on all shell material products against fracture or breakage.
- 6 month warranty on all top covers & soft additions (met pads, met accommodation pads, kinetic, reverse Morton's ext., soft Morton's ext., heel cushions, heel spur pads, & extrinsic heel posts) from avulsion or breakdown, when subjected to regular wear.
- Reconditioning, recovering or modifications of any OOLab product out of warranty or any non-OOLab product are subjected to modification charges of \$35.00.
- If modification requests require alteration of original shell material (i.e.: changing shell material/thickness) and/or shell modifications that differ from the original prescription (i.e.: add a medial flange, hard flange, deep heel cup, rigid Morton's extension out of shell, sweet spot, medial/lateral skive, removal of a 1st met or 1st ray cut-out), a manufacturing charge of \$55.00 will be applied.
- If the orthotic has to be remade due to the conversion of the shoe choice to a wider width, a completely incompatible shoe where the original device does not fit, where the sandal foot bed is not compatible with a different style sandal and/or not within the same sandal category etc., a remoulding charge of \$55.00 will apply.
- The request of a modification of soft additions after original prescription is manufactured (i.e.: met pad, met accommodation. pad, scaphoid pad, heel cushion, heel spur pad, heel hole, kinetic wedge, "u" cut-out, arch fill, vinyl or Nylplex puff underlay, fore foot and rear foot extrinsic postings), as well as minor shell modifications (i.e.: Add 1" ray cut out), will incur a charge of \$35.00.
- Return Policy on Orthotics: All custom orthotics from OOLab are not returnable for credit. Each prescribed device is manufactured based on your particular patient's negative impression & diagnosis." If patient non-compliance or prescribed results are not achieved, OOLab is partnered with you to identify the problem & have a satisfactory result. Poor cast impressions, improper footwear prescribed, inappropriate orthotics &/ or materials used based on prescription form are some of the common reasons for orthotic intolerance.

FOOTWEAR

- All footwear supplied by OOLab (not including special order footwear) carries manufacturer's warranty, which applies to the retail market of the products, against defect, breakdown, or workmanship. This warranty is subjected to manufacturer's approval, & must be sent to OOLab to be presented to the manufacturer before a decision may be rendered &/or footwear released. Please note: This process may take up to 4 weeks to complete. Please note the final decision rests with the manufacturer, not OOLab.

Policies

FOOTWEAR

- Exchanges for size, style or credit are ONLY permitted within 30 days from the invoice date, provided the footwear has not been altered or subjected to use (i.e.: ANY WEAR PATTERNS ON THE SOLE OF THE FOOTWEAR OR OVER STRETCHING OF FOOTWEAR UPPERS ARE NOT PERMITTED).
- Footwear must be returned with manufacturer's insoles & in its original, unmarked packaging (i.e.: ANY PACKING TAPE OR SHIPPING LABELS ATTACHED TO FOOTWEAR BOX ARE NOT PERMITTED).
- Special order footwear is not returnable for exchange & non-refundable. Payment must be made at the time of placing the order via SPECIAL ORDER FORM which will be faxed to you, completed & re-faxed back to OOLab.
- All Drew footwear, if not meeting full compliance of conditions for exchange or credit, will be sent back to customer with incurred shipping charges. All boxes, liners must be in pristine condition with no markings, tape or tears. All footwear must not be presented with wrinkles, stretches in leather and/or wear patterns of any kind on upper or sole of shoe.
- Shoe exchanges and returns must always be sent to OOLab only if the accompanying orthotic requires modification. The request must be on a completed OOLab modification form. All shoe only orders will be subject to GST and shipping.
- Shoe only exchanges and returns are to be arranged via the footwear portal. Inquiries can be emailed to footwear@oolab.com

SHIPPING

- OOLab will incur incoming and outgoing shipping costs provided that the incoming packages contain a minimum of 3 new cast impressions.
- Customer accounts will incur a shipping charge for incoming boxes of less than 3 new orders/reorders.

CHILDREN'S OUTGROWTH PROGRAM

- OOLab had initiated an outgrowth program to accommodate growth related replacement orthotic devices.
- The age restriction is the age of 12.
- The program supports a growth period of 6 months from the invoice date.
- When a new order is sent into OOLab, the client must supply a completed request form for approval.
- Discounts: Initial pair at original price and the outgrowth replacement pair at 33% discount. Please note, the outgrowth program only includes 1 replacement pair during the 6 month period of coverage.
- Outgrowth discounts cannot be combined with any other discounts & no discounts on modifications to outgrowth orthotics.

RUSH ORDERS

- OOLab will guarantee rush product to be shipped by the 3rd day of production at an extra charge of \$25.00
- Rush orders will not be honoured for manually plaster poured & corrected casts or during peak, busy times.

TERMS

- Accounts on "Auto-pay" terms, allow OOLab to charge the credit card on file, at the time of the orthotic invoicing.
- Outstanding invoices are due & payable by the 15th of the month following statement date. Master statements are prepared at the end of each month.
- Accounts, which are not current & over 60 days past due will be placed into collections & all product will be held until payment is received.
- NSF payments will be subject to a \$50.00 charge, credit privileges will be revoked & account placed into collection.
- OOLab accepts payment in the form of E-transfer, cheque, VISA, MasterCard and AMEX.
- Any changes to your account must be sent to OOLab on company letterhead prior to any changes being made.