

Warranties, Policies, and Terms

Effective Nov. 2014

**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 accom. pad, scaphoid pad, heel cushion, heel spur pad, heel hole, kinetic wedge, ”u” cut-out, arch fill, vinyl or nyplex 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 3 months from the invoice date, provided the footwear has not been discontinued, 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 client 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 or stretches in leather and/or wear patterns of any kind on sole of shoe.

### Shoe only orders must always be faxed, delivered in to Oolab on Oolab prescription form, modification form or company letterhead or sent via footwear.oolab.com . All shoe only orders will be subject to GST and shipping.

### Oolab reserves the right to alter requested footwear selection with manufacturer’s style/colour replacement based on stock availability from manufacturer.

### ****FOOTWEAR SAMPLES****

### All footwear samples purchased are eligible for upgrade or exchange when models become discontinued. Our semi-annual footwear catalogues issued in the spring and fall are the guideline. It is the client! Clinic’s responsibility to review the new updated catalogue & request exchanges of foot wear models. This is subject to a 3 month grace period. After such period, the footwear is not exchangeable or returnable for credit.

### Footwear samples must be returned in the original condition with no external markings, modifications or wear.

### ****SHIPPING****

### Oolab will incur incoming and outgoing shipping costs provided that the incoming packages contain a minimum of 3 new cast impressions.

### ****ADDITIONAL ACCOMMODATIVE FOOTWEAR****

### One additional accommodative footwear choice can be indicated on the prescription form indicating an orthotic/footwear package if ordered at the same time.

### 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 registration form for the program.

### 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.

### Out growth discounts cannot be combined with any other discounts & no discounts on modifications to out- growth orthotics.

### ****RUSH ORDERS****

### Oolab will guarantee rush product to be shipped by the 3,d day of production at an extra charge of $25.00

### Rush orders will not be honoured for manually plaster poured & corrected casts.

### ****DISCOUNTS****

### Second or subsequent pair orders indicated at the time of original order will receive a 25% discount. This discount will not be honoured if the second or subsequent pair is requested after the fact.

### ****Package Pricing:**** package pricing discounts are only honoured at the time of original order of orthotic & shoe combination.

### ****Volume Discount:****volume discounts are applied & only honoured on current accounts. Non-payment by the 151h of the following month or 1″ business day thereafter will result in termination of the volume discount. All accounts overdue will be subject to interest in the amount of 2% monthly. Second orthotic @ 25 % discount at same time or original order is not counted towards volume discounts & applies to orthotic only. Monthly Volume is determined by the total number of items orders & invoiced during a calendar month.

### ****TERMS****

### 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 cash, cheque, VISA, MasterCard and AMEX.

### Any changes to your account must be sent to Oolab on company letterhead prior to any changes being made.