

**Orthotic Instructions**

**Breaking In Your Orthotics**

1. When placing your orthotics into your shoes, be sure they are all the way back to the heel area. Also, be sure you have the right orthotic in the right shoe and the left in the left - Believe it or not, it happens!
2. The first day you wear the orthotics, no matter how good they feel, wear them about 30 minutes. After the first day, gradually add one hour of wear each day until you have worked up to wearing them all day. Wearing time means the time you have them in your shoes and standing or walking - not while you are sitting. We do not recommend that you wear them to run in until you have gotten use to wearing them all day for about a week.
3. If your orthotics start hurting, rub blisters or cause calluses, STOP wearing them and make an appointment to be checked.
4. If the orthotic squeaks in your shoe, add a little baby powder under the orthotic or rub the bottom of the orthotic with wax.
5. Clean the orthotic with warm water, a mild detergent and a soft cloth. Do not soak the orthotic or the coverings may become loosened.

**Refunds, Replacements, Repairs, Adjustments**

1. Your orthotic device, the hard plastic part, is guaranteed for life against breakage.
2. The top coverings are guaranteed for 6 months from the time they are shipped to us from the lab. Delaying picking up your orthotics will shorten this period.
3. Any necessary adjustments to the devices are made at no charge for the first 60 days that you have the orthotics.
4. We will be happy to ship your orthotics back to the lab for refurbishing if the top covering should become significantly worn out after the first 6 months you have them. The usual lab fee for this is \$75 and is not covered by your insurance.
5. **These devices are made by an outside vendor. Once they are ordered, you are responsible for full payment. We have made every effort to determine whether or not they are covered by your insurance. If they are not, you are required to put down a \$175 non-refundable deposit before they will be ordered. The balance will be due once you pick up the orthotics. Should your insurance not pay, you will be totally responsible for payment.**
6. We cannot refund your money for the orthotics as they are custom molded for you. Again, delaying picking these up will shorten the adjustment period for you. For this reason, it is very important that you follow the break-in schedule closely, promptly report any problems with the devices to your doctor, and keep your follow up appointment in two to three weeks.
7. Several of the labs, offer an extended warranty program. Information about it can be found with your new orthotics. We highly recommend this for children since they typically outgrow their orthotics and will require another pair later.

I acknowledge that I read the above and understand the importance of the break in period and the refund policies as outlined above.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Chart Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Patient Name

\_\_\_\_\_  
Deposit

\_\_\_\_\_  
Balance Due