

# Warranties & Returns

INDIVIDUALLY DESIGNED		
PRODUCT	RETURNS <sup>1</sup>	WARRANTY
Stabilizing orthotics	Up to 1 year from original ship date, Stabilizing orthotics can be returned for modification or refund, provided patients follow the required warranty specifications.	1-year limited warranty <sup>3</sup> , provided patients follow <b>45-day break-in period</b> Mistrimming & water damage voids warranty.
Sandalthotics®, Shoethotics® and Slipperthotics™	Orthotics are covered under the stabilizing orthotics section above. <b>Unworn</b> footwear can be returned for sizing change and/or refund up to 60 days from the initial ship date. Original factory inserts must be returned. No labels to be attached to shoe box.	Stabilizing orthotics that come with Shoethotics and Sandalthotics come with a 1 year-limited warranty <sup>2</sup> , provided patients follow 45-day break-in period. Footwear that comes with Shoethotics and Sandalthotics have <b>90-day limited manufacturers warranty</b> .
Waterproof custom orthotic flip-flops	Up to 60 days from original ship date, Fiji™ and Maui™ flip flops can be returned for size change, style change, and/or refund. Product is permitted to be worn and used outside during this period of time.	180 day limited warranty <sup>3</sup> covers prescription modifications, provided patients follow <b>45-day break-in period</b> , and any material breakdown resulting from normal wear. Limited warranty does not cover misuse or pet damage. <b>Exposure to water does not void warranty.</b>
Custom orthotic flip-flops, and Roanoke	Up to 60 days from original ship date, custom orthotic flip flops and Roanoke sandals can be returned for size change, style change, and/or refund. Product is permitted to be worn and used outside during this period of time.	180 day limited warranty <sup>3</sup> covers prescription modifications, provided patients follow <b>45-day break-in period</b> , and any material breakdown resulting from normal wear. <b>Water damage voids warranty.</b>
MyFit® and Exclusively Yours®	Up to 2 years from original ship date, individually designed pillows can be returned for modification or refund, provided patients follow the required warranty specifications.	2-year limited warranty <sup>3</sup>

<sup>1</sup>Call Customer Service to obtain a Return Authorization number.

NON-CUSTOM		
PRODUCT	RETURNS <sup>1</sup>	WARRANTY
Pillo-Pedic® Escape™	Up to 30 days from initial ship date, pillows can be returned for any reason. <sup>2</sup>	1-year limited warranty
Rehab	Up to 30 days from initial ship date, product can be returned for any reason. <sup>2</sup>	1-year limited warranty

<sup>1</sup>Please call Customer Service to obtain a Return Authorization number.

<sup>2</sup>Non-defective non-custom pillows and rehab held longer than 30 days are not eligible for refund.

<sup>3</sup>Limited warranty does not cover misuse or pet damage.



Our custom orthotics are **100% guaranteed** to help **relieve stress** throughout the body and **improve physical performance**, or your **money back!**



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