



Orthotics International

Warranty Policy

We stand behind the quality of our craftsmanship; however, to keep things running smoothly, we have clear guidelines on what is covered and when. Please review our specific warranty periods and conditions below.

1. Top Covers (3 Months)

- Coverage: Covers standard wear and tear damage to the top cover material.
- Validity: Valid for 3 months from the original date of manufacture.

2. Plastic Orthotic Shells (Lifetime)

- Coverage: Covers shell breakage under normal usage conditions.
- Validity: Lifetime warranty

3. Prescription Changes & Adjustments (3 Months)

- Prescription Alterations: Modifications due to a change in prescription are covered only if a manufacturing error has occurred in our lab.
- We will however offer a special rate for adjustments not due to a lab error. There will be a special rate for minor changes and more complex changes.

Important Exclusions

New Pairs Only: Our warranty applies strictly to brand-new pairs of orthotics. It does not extend to or cover, repair services.