

## **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 simple and more complex changes. Both of which will be valid up to 3 months

Simple changes to prescription include rearfoot modification only and will have a special rate of £20/€20 + VAT

Whilst more complex changes to prescription will have a special rate of £40/€40 + VAT.

### **Important Exclusions**

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