



Warranties, Policies, and Terms

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 Image product out of warranty or any non-Image product are subjected to modification charges of \$55.00.
- 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 \$70.00 will be applied.
- The request of a modification of soft additions after original prescription is manufactured (i.e.: met pad, met accommodation. 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 \$55.00.
- Return Policy on Orthotics: All custom orthotics from Image 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, Image is partnered with you to identify the problem & have a satisfactory result.

SHIPPING

- Image will incur incoming and outgoing shipping costs provided that the incoming packages contain a minimum of 5 new cast impressions.
- Customer accounts will incur the shipping charge for incoming boxes of less than 5 new orders/reorders.

CHILDREN'S OUTGROWTH PROGRAM

- Image has 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 Image, the client must supply a completed request form for approval.
- 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.
- Outgrowth discounts cannot be combined with any other discounts & no discounts on modifications to outgrowth orthotics.

RUSH ORDERS

- Image will guarantee rush product to be shipped by the 3rd day of production at an extra charge of \$25.00
- Rush orders will not be honoured for manually plaster poured & corrected casts or during peak, busy times.

TERMS

- Accounts on "Auto-pay" terms, allow Image to charge the credit card on file, at the time of the orthotic invoicing.
- Outstanding 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.
- Image accepts payment in the form of ACH, check, VISA, MasterCard and AMEX.
- Any changes to your account must be sent to Image on company letterhead prior to any changes being made.