



SBI Orthotic Laboratory Inc. Terms & Conditions

Guarantee:

1. Our orthotics are shells are guaranteed for life against breakage, cracking or splitting.
2. Our orthotics are guaranteed for 6 months against defects in materials or workmanship and avulsion (separation) or flattening of posts.
3. SBI manufactures custom orthotics for a personalized fit. We will make adjustments to a prescription if necessary. There are no refunds on custom orthotics. For our details see our website www.sbiorthoticlab.ca/guarantee

Shipping:

4. Inbound Shipping
 - If 3 or more casts/foam boxes are in a shipment, SBI will pay for shipping.
 - If fewer than 3 casts/foam boxes are in a shipment, the shipment will be subject to a \$10.00 charge.
5. Outbound Shipping
 - If 3 or more orders are complete by the required date, SBI will pay shipping.
 - If fewer than 3 orders are complete, *tell us how you want to do business with SBI:*
 - Ship orders exactly when they are complete and bill me \$10.00 for shipping.
 - Hold the orders and wait 1 week for more orders. If less than 3 are complete at the end of the week, then ship any completed orders and bill me \$10.00 for shipping.
 - Shipping to an address other than the clinic is possible and subject to a \$10.00 fee.
6. General shipping
 - Request for pick up tags must be made in emailed to orders@sbiorthoticlab.ca by 2pm the day before you would like the pick up to occur. Phone requests cannot be accepted.
 - Pick up times from the courier can occur at any time between the hours of 8am and 5pm.

Outgrowth Program:

7. SBI understands the importance of good orthotics for growing feet. An outgrowth program is offered for children 13 years of age and under. If the child outgrows their orthotics within 12 months from the invoice date, SBI will a make a FREE pair from new casts provided. Please extend this discounted lab fee to your patient families.

Refurbishing, Adjustments & Modifications

8. Any refurbishing, adjustments, modifications or rebuilds will be billed as follows with shipping per above.

Refurbishment - \$35

- Replace top or bottom cover
- Replace or add a middle layer

Simple Adjustment - \$25

- Add or removal arch fill, lift, fitting into shoes, changing grind from normal to narrow, changing heel cup depth from a higher to lower height

Complete Adjustment - \$45

- Move accommodation placement
- Add or remove accommodations
- Shell modifications (ie. heel hole, first met cut-out, ray cut-out)
- New Covering

Rebuild – Full Orthotic Charge

- Narrow to normal, or normal to wide grind
- Accommodations built into the shell
- Flanges
- Orthotic type change (ie. dress to casual, change of shell material)

Billing:

9. SBI provides two methods for billing. *Tell us how you'd like to do business with SBI and select **one** of the following.*

<input type="checkbox"/> Monthly Credit Card Billing	<input type="checkbox"/> Monthly Account Billing
<input type="checkbox"/> Bi-Monthly Credit Card Billing with 5% Discount	
<ul style="list-style-type: none"> - VISA, MasterCard or AMEX are accepted - Declined payments are subject to a \$20 admin fee - Declined payments must be paid by certified cheque, bank draft or money order within 15 days of original billing date 	<ul style="list-style-type: none"> - \$1,000 credit limit applies to the account and orders will be held if this amount is exceeded - Statements will be issued on the 1st day of the month - Payments are due on the 15th of the month - Payments not received by the 15th of the month are subject to a 1.5% penalty charge - Payments not received by the 30th of the month will be subject to the account being held

10. SBI supports green & paperless business processes. *Tell us how you'd like to receive statements from us.*

<input type="checkbox"/> Email _____	<input type="checkbox"/> Fax _____	<input type="checkbox"/> Letter Mail _____
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Communication:

11. By providing your email address to SBI you agree to:

- Place and access your orthotic orders on ZOOM order management system for efficient and accurate service.
- Receive emails from us directly and from our mail applications, such as Constant Contact. Messages may including notices of hours, service and monthly newsletters (including new product offerings).

12. SBI will not sell or distribute your contact information to our service partners without your agreement.

Shoes (Orthotic Friendly, Elite Footwear, Dr. Comfort)

13. Shoes Only - Orders for shoes only will be subject to a \$20.00 charge for shipping and are HST applicable.

14. Returns & Exchanges

- Shoes cannot be returned, only exchanged for size and will only be accepted up to 30 days from date of invoice.
- Exchanged shoes must be in the original undamaged box, unworn, original insoles intact and wrapped in a protective packaging (box, paper, plastic courier bag), otherwise they will be subject to a \$20.00 restocking fee.
- All shipping costs for shoe exchanges for size are the responsibility of the clinic.

15. Availability:

- Back orders are not the responsibility of SBI Orthotic Lab Inc. and are generally due to manufacturer's delay; therefore, SBI will not discount any back ordered product.
- In the case of a back ordered product, SBI will communicate with the clinic regarding estimated delivery of footwear and orthotics.

Dr. Comfort Footwear Additional Terms & Conditions:

16. Dr. Comfort Sizing & Ordering:

- Shoes must be sized by a trained Clinician using a Brannock device.
- Shoe style should be chosen with guidance by Clinician by evaluating the patient's needs relative to the benefits of each shoe design. The support documentation from Dr. Comfort's website is designed to assist with this.
- Shoes are ordered in ZOOM (see orders@sbiorthoticlab.ca for details)

17. Dr. Comfort Billing:

- Clinics selling Dr. Comfort Footwear must be on credit card payment plan.
- Free shipping on orthotic and footwear orders.
- Orders for shoes not modified by prescription orthotics from SBI Orthotic Lab are:
 - o HST applicable and subject to a \$20 shipping fee.

Clinic Name: _____ Date: _____

Clinic Signature: _____ SBI Signature: _____

Please complete and fax to 905-332-6119 or email to orders@sbiorthoticlab.ca