



## Custom-Made Orthotic Device Guarantees

RX Laboratories offer a comprehensive range of guarantees on their exclusive range of custom-made foot orthotic devices: The *Lifetime Guarantee* for all adult orthoses, and the *4-Month Adjustment for Fit Guarantee*. Please read this article carefully to ensure prompt processing of your claims.

### Lifetime Guarantee

Due to the high quality of materials and workmanship, RX Laboratories guarantees all adult foot orthoses against shell fracture and avulsion of the posts for life. The separation or wear of top covers, EVA and acrylic posts, post protectors, forefoot extensions, or any other additions to the device is not covered under this guarantee; and such items will be charged for on devices replaced under the Lifetime Guarantee.

### Adjustment for Fit Guarantee

RX Laboratories appreciates that adjustments for fit may be required during the patient's initial 'break-in' period. This guarantee is designed to offer adjustments for minor fitting problems, without additional cost to the patient. The following is a list of the common adjustments covered under the Adjustment for Fit Guarantee:

- Reduce heel cup height.
- Narrow device.
- Shorted device.
- Spot heat and press out shell for areas of irritation.
- Bevel in rearfoot post.
- Bevel distal edge of device.
- Reshape forefoot extension.
- Reposition forefoot padding on extensions.

Please note that changes that require additional positive cast plasterwork, re-pressing of the shell, or re-posting are not covered under this guarantee; and a charge will be made for these adjustments accordingly. One of the most inappropriate claims made against this guarantee is 'increase the heel cup height'. In all cases, this requires the manufacture of a new shell, which is not covered under this guarantee.

**For enhanced protection, please see the section on the Guardian Protection Programme™**