



Device Warranty Policy

Custom Fabricated Orthotic Devices

Within 12 months of delivery, custom orthotic devices will be adjusted at no charge. This includes the replacement of straps, pads, and any other part if needed.

Within 90 days of delivery, a custom fabricated device may be returned. We will remake the device at no charge or issue a refund. Advanced Orthopedic Designs reserves the right to refund the device rather than remake it if we feel that is in the best interest of the patient. The patient/guardian may request a refund if they do not want the device remade.

Prefabricated Orthotic Devices

Within 6 months of delivery, a prefabricated orthotic device may be replaced at no charge with a similar item if there is a manufacturer defect. No returns will be accepted once a prefabricated device has been used.

Shoe Modifications and/or Shoe Lifts

Within 3 months of delivery, shoe modifications and/or shoe lifts will be adjusted or repaired at no charge. No returns will be accepted for any shoe modifications and/or shoe lifts.

Custom Fabricated Prosthetic Devices

Within 6 months of delivery, custom prosthetic devices are guaranteed to be free from defects and parts will be repaired or replaced if needed at no charge. Some prosthetic componentry may come with a manufacturer warranty lasting longer than 6 months, ask your prosthetist for more information.

Report changes in your physical condition and/or general health to your physician right away.

Advanced Orthopedic Designs Northeast:(210)657-8100 Northwest:(210)444-9155