



Equipment Warranty & Return Policy

Crossroads Orthotics will follow the warranty set forth by the manufacturer of the orthotic, which guarantees the product will be free from defects in material and workmanship under normal use and service. The warranty will apply, subject to normal wear and tear, when the product is used as intended, without unapproved modifications, following all instructions and requirements.

Normal adjustments, such as new straps, padding and minor modifications will be made at no charge for a period of ninety (90) days after delivery. This does not apply to adjustments, repairs or replacements necessitated by the physical changes in the patient, abuse, undue rough wear or additional adjustments which are prescribed by a physician.

Custom products cannot be returned for credit or refund. Custom products have been prescribed by a physician and are made specifically to fit your body. Off-the-shelf or custom-fitted products cannot be returned if worn for hygienic reasons. If unworn, off-the-shelf and custom-fitted products can be returned within fifteen (15) days of delivery. Failure to contact your Crossroads Orthotics Representative for infrequent or non-use of the device does not absolve the patient from the responsibility for payment.

It is in your best interest to communicate with your Crossroads Orthotics Representative on a timely basis and allow us to resolve any problems you are experiencing as efficiently and quickly as possible. It is our goal to provide you with the best care possible, and we will make every attempt to meet your needs.