

Policies



Order Preparation & Placement

Please follow these steps when shipping casts to Chinook Orthotics Laboratory.

1. Dry casts for one full day before packing (or accelerate with microwave oven).
2. Label casts with both the practitioner's and patient's names.
3. Complete the Rx form.
4. Pack casts tightly in boxes.
5. Address the shipping carton clearly and completely.
6. Contact us if you have any questions.

Shipping

On average, we ship orthotics within 5 days of receiving your casts. 72 hour rush service is available at a cost of \$30 per pair.

All shipping fees are the responsibility of the sender. Practitioners are required to pay the shipping costs to our lab and in turn, we pay the shipping cost to send the finished orthotic to the practitioner. Accounts with an established volume of 40 pairs per month or more will receive free shipping both directions from Chinook Orthotic Laboratory. The cost of shipping orthotics to the lab for adjustments, recovering or to be rebuilt is always the responsibility of the practitioner, regardless of their volume, unless it is included in a regularly scheduled shipment with new casts.

Chinook Orthotic Laboratory uses 5 Star courier service within Calgary for same day shipping service. Please call for the best option in your area, outside of Calgary.

Specialties

As a full service lab, we accommodate practitioners who prefer orthotics fabricated according to designs or from materials not available in our catalog or price list. Please call for information on special orders.

Cast Storage

We store the digital cast images and CAD/CAM cutting files for 2 years from the date the orthotics are shipped. Physical casts are not saved after the orthotic's completion date but can be returned with the completed orthotic upon request.

Guaranties & Adjustments

Chinook Orthotic Laboratory offers a life-time guarantee against shell breakage, under normal wear, on all orthotics. Due to our advanced manufacturing techniques and strict quality controls, adjustments should be minimal, yet some adjustment may be required after the typical 2 week break-in period.

Within 3 months of an orthotic completion, Chinook Orthotic Laboratory makes all required "adjustments" at no charge. After 3 months, adjustments are classified, depending on the work involved. Chinook Orthotic Laboratory feels 3 months is a satisfactory period of time for you and your patient to work out any minor problems that may require adjustment of the orthotic.

We appreciate your business and want to ensure your satisfaction; to this end we feel that up-front communication is key in reducing frustrations for you and your patients. In defining our policies clearly, we hope to create a win-win situation; this will allow for any reasonable adjustments that your patients may require (after the 2 week break-in period) and create the maximum profitability for both your practice and our laboratory. Simply put "adjustments" in the first 3 months will be done at no cost but "changes" will incur a cost to the practitioner. After the 3 month period, a cost will be applied to all adjustments and changes on a per request basis.

Adjustments at no cost

- Must occur in the first three months following completion of the orthotic device.
- Must be an adjustment such as reducing or increasing padding to an area.
- Primarily, anything that can be adjusted with little or no deconstruction of the orthotic.
- Defects or manufacturing errors on the part of Chinook Orthotic Laboratory.

Adjustments at a cost to the practitioner (Usually \$10 - \$20 plus shipping)

- Any adjustment after the 3 month period following the completion of the orthotic.
- Any adjustment that deviates significantly from the original prescription order form even within the initial 3 month period, i.e.: a change to what was originally ordered, or a new foot problem.
- Recovering or rebuilding of orthotics is not an adjustment, please refer to our price list.

* In understanding our policies, you can bill the patient accordingly in advance, or advise them of possible costs, reducing your expense.

Terms

We establish an open account with placement of the first order. Invoices are sent with each order, and a statement is sent monthly. Payment may be made from either invoices or statements, but full payment is due by the last day of the month following the statement date. At the practitioner's request, a credit card number can be kept on file and charged as orthotics are completed. Cheques are to be made payable to Chinook Foot Orthotic Laboratory Inc. Chinook Foot Orthotic Laboratory reserves the right to hold or refuse orders if an account is unpaid after 60 days.