

New Step Orthotic Lab is proud to offer the Orthotic Warranty - an extended warranty program that protects your orthotics against the unexpected for two full years. \$50.00 gets you 24 months of continuous warranty coverage of your orthotics. No Questions Asked.

Send the printable application with a check, money order, or credit card information, including expiration date to:

New Step Orthotics  
14 Schiber Court  
Maryville, IL 62062

Or simply call us at (866)-798-7463. Your application and credit card information will be taken over the phone. Upon receipt of your application and the \$50.00 fee, your coverage will begin. You will receive by mail your Orthotic Warranty information.

Renewing your policy for another consecutive 24 months will cost another \$50.00. Coverage price will never increase for those renewing a policy. To keep your policy, simply complete the application and forward the \$50.00 or call (866)-798-7463. If you choose to cancel your policy, just send back the application and check the cancel policy section of the form.

### **What exactly is covered under your "The Orthotic Warranty"?**

You will receive 24 months of full coverage for your custom-made orthotics. This coverage includes any orthotic adjustment that your doctor deems necessary. Your coverage also includes full replacement of your orthotics as a result of irreparable damage. A \$40 surcharge is required for replacement of your orthotics if they are lost or stolen (there is no surcharge for cracked shells or out-grows), and only one replacement can be made during the two-year contract period. Should a replacement be necessary due to loss, theft, outgrowth or irreparable damage, the current policy is terminated and a new two-year Orthotic Warranty application will need to be purchased for the new pair of orthotics.

### **Is there a charge for lost or stolen orthotics?**

Yes. There is a \$40.00 per pair surcharge to replace one pair of orthotics. Only one pair of orthotics per 24 months period will be warranted and replaced per policy period.

### **What happens if my child outgrows his or her orthotics within the 24 month policy?**

A child up to the age of 17 is allowed one out growth per the 24 month period. If this occurs, new casts need to be made. Please contact your physician to make a new cast.

### **How long can I wait to sign-up for The Orthotic Warranty after I receive my orthotics?**

You have 4 weeks from the time your orthotics were dispensed for you to take full advantage of the \$50.00/ 24 months of coverage. Anytime after the 4 weeks you would like to take advantage of The Orthotic Warranty, just send in the application and \$60.00. The policy will begin from the date we originally sent your devices to your practitioner. A full 24 months of coverage will start from that date.

### **Are my doctor visits covered for treatment under the Comfort Zone policy?**

No. Only work done by New Step Orthotics Orthotic Labs, Inc. is covered under your policy. There should be no additional charges for work performed on your orthotics by your doctor. Check with your physician about his fees for standard office visit charges prior to making an appointment.

### **How do I get my orthotics to New Step Orthotic Lab for adjustment?**

If your orthotics are broken and do not need to be re-fitted or adjusted, please go to your prescribing physician who originally dispensed your orthotics. Your physician will determine whether or not new casts of your feet are required. If only the top cover needs replacement, you can send your orthotics directly to New Step Orthotics, prepaid along with detailed repair instructions to the following address:

**New Step Orthotics  
14 Schiber Court  
Maryville, IL 62062**

# The Orthotic Warranty



Patient Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip Code \_\_\_\_\_

Phone \_\_\_\_\_ DOB \_\_\_\_\_

Enclose a check payable to:  
New Step Orthotics, Inc or provide us with  
your Credit Card #

I understand the terms and conditions set  
forth by New Step Orthotic Lab, Inc.  
This program is only available through your  
Doctors Office and is nonrefundable and  
nontransferable.

Patients Signature \_\_\_\_\_

# The Orthotic Warranty



14 Schiber Court  
Maryville, IL 62062  
PH: 618-208-4444  
Fax: 618-205-3461

# The Orthotic Warranty



*Improving The Quality  
of Life One Step at a  
Time!*