

Warranties



These warranties are given in addition to your rights provided by Australian law.

They are subject to all the conditions described here. Variations are valid only if noted on your receipt by the fitter. You must produce your purchase receipt (original or copy). Do not return your orthotics until instructed to do so.

Product Warranty

Step Forward Orthotics are guaranteed against defects in materials and workmanship. If they break, crack or split with normal use, within 10 years of purchase, contact our office to arrange an assessment. If we determine the problem is a break, crack or split and due to a fault in materials or workmanship, we will provide a new pair free of charge.

If they flatten, contact our office for instructions on how to restore the arch. The warranty does NOT cover damage by heat (above 50°C), abrasion (wearing out), modification, negligence or other misuse.

Our website has advice on maximising the life of your orthotics. It also explains the difference between a fault and abrasion.

Satisfaction Warranty

We warrant that you will like your orthotics. In the rare situation where this is not true you can return them for a partial refund, provided you meet **all** these conditions.

1. If you are having difficulty adjusting to, or wearing, the orthotics ring the national office immediately for advice and suggestions. We must have recorded discussions with you on at least three different days within your first three months.
 2. Wear the orthotics for at least 3 months, following any additional instructions we give you.
 3. This is not a change-of-mind refund policy. You must have tried your best to accept the orthotics, told us exactly what problems you are experiencing, and co-operated in our efforts to help.
 4. If, after 3 months of wearing the orthotics, you are unhappy with the results, call us for approval to return them.
 5. The orthotics must be in original condition (apart from fair wear and tear) and unmodified.
 6. The refund will be the amount you paid less \$95 per pair.
 7. No refund will be considered after 4 months from the purchase date, unless we have extended this in writing.
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www.stepforward.com.au