



XLAB ORTHOTICS



Policies & Procedures

QUALITY • PRECISION • PATIENT CARE



Inspection of Incoming Orders

Prior to processing, XLab Orthotics inspects and evaluates each incoming order for cast quality, proper markings, and completion of all data entries on the prescription. If an order fails to meet our standards, we will contact you before beginning work on the device.



Rush Order Policy

Orders requested to be completed in under 5 business days are considered rush orders. Our ability to accommodate them varies; please confirm for requests under 3 days prior to submission. Expediting orders already in production may incur additional fees.



Parts and Labor Guarantee

We guarantee against defects in materials and workmanship for the lifetime of the product. Top covers, bottom covers, posts, modifications, joints, and pads are made from the highest quality materials; however, they have a lifespan influenced by patient activity levels. We stand behind our products and will address any premature failures under warranty.



EVA Device Refurbishment Policy

EVA-framed devices are susceptible to damage during refurbishment due to the soft foam materials. We can attempt repairs, but there is a risk of further damage.



Patient Compliance and Satisfaction

We will adjust the orthoses contours and casting up to three months. We are committed to successful patient outcomes during this period. Please provide specific adjustment directions when submitting the device and add markings describing necessary changes. Additions or accommodations requested after initial processing will be charged according to our current price list. During this three-month period, we will work closely with you to ensure patient satisfaction.



Cast Storage and Dispensing

We do not store casts. Dispensing the plaster casts with the orthotics benefits both you and your patient. Patients gain a better understanding of the fabrication process and often order additional pairs. Casts must accompany new prescriptions. We offer custom storage bags with your logo—contact us for details.



Credit for Returned Devices

XLab Orthotics does not issue credit for returned devices, as each is custom-made and cannot be resold. If a patient is dissatisfied, we will work with you to achieve satisfaction.



Frame Guarantee

We utilize only the highest quality materials and therefore offer a lifetime guarantee against frame breakage under normal wear and tear.

This guarantee excludes devices that have been intentionally damaged, grossly altered, or subjected to extreme or unusual treatment or handling, or fabricated from foam or laminate materials. All broken frames must be returned to XLab Orthotics for evaluation.



Terms and Conditions

Responsibility for casting and patient examination rests exclusively with the practitioner. XLab Orthotics is not responsible for therapeutic results. All warranties exclude devices that have been intentionally damaged, grossly altered, or subjected to extreme treatment. We are not responsible for patient tolerance or failure to pick up orthoses. Warranties are void if work has been performed by others. Guarantee periods begin from the shipping date from our lab.



Cancellation Policy

Due to the time and materials involved in custom fabrication, cancellation requests must be submitted within 24 hours of order submission to avoid labor or service fees. Charges for orders cancelled later depend on their progress in production.



Payment Terms & Conditions

For patients: Payment is due at the time of service. No refunds for consultations, encounters, orthotic devices, or medical supplies.

For clinicians: Invoices are due by the end of the month following the billing cycle. Late payments may result in credit card charges or account holds. By submitting orders, you agree to these terms.



Refund Policy

No refunds are provided in under any circumstances.
Chargeback fees: A 50.00 handling fee applies for each dispute filed.



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**COMFORT
CONTROL
PERFORMANCE**