



Effective May 30, 2016

## Product Warranty

**Limited Warranty.** DJO warrants to the purchaser that any Dr. Comfort products purchased will be free from defects in materials and workmanship for a period of 6 months. The warranty period commences on the date of shipment. DJO's obligation for this Limited Warranty is to repair or replace a defective product at no charge to the Customer, or to credit Customer's account for the purchase price paid for the defective product, at DJO's discretion. This limited warranty does not apply if the defective product (i) is subject to abuse, neglect, misuse or accident, (ii) has not been used in accordance with written instructions for use, (iii) was not purchased from DJO or an authorized dealer, (iv) was modified from its original configuration or repaired or altered by anyone other than DJO or a person authorized by DJO.

## Return Policy

### Shoes, Sandals, Slippers & Standard Inserts (Gel & Heat Moldable)

If worn, will accept full refund\* up to 3 months.

If unworn, with the original packaging, will accept full refund\* up to 6 months

The up charge on Mismatch shoes is not refundable.

Shoe Modifications: 50% refund on shoes, no refund on modifications, must be returned within 3 months.

Bell-Horn Shoes: Must be returned within 30 days.

### Custom Products (inserts A5513, Toe Fillers, Functional orthotics)

Custom made products are not refundable. Dr.Comfort will re-work or replace custom made products at no charge to the Customers satisfaction. Must be returned for remake within 3 months.

### Socks, Compression Hosiery & Accessories

If worn, will accept full refund up to 30 days

If unworn and in the original packaging, will accept full refund up to 3 months

\*This return policy is for Dr.Comfort Approved Providers only and does not apply to consumers. Refund is for product only and does not include freight charges from Dr.Comfort to the Provider. All returns/exchanges must go through the Provider who dispensed the product. Dr. will not accept returns under this policy directly from the consumer. Provider is responsible for any documentation, claim adjustments, and/or other such requirements under Medicare or other Insurance. Providers are not required to extend the terms of this return policy to their patients and may amend what they offer at their discretion. Dr.Comfort requests its Providers assist in controlling abuse of this policy and support our intent to insure the full satisfaction of the consumers who wear our products.