



## SOLO Laboratories Warranty & Repair Policies

### **NO CHARGE REPAIRS – WITHIN 90 DAYS OF INVOICE DATE EXCLUDES PRESCRIPTION CHANGES & CASTING ERRORS**

- Lower heel cup
- Narrow plate
- Shorten plate
- Minor arch adjustments
- Grind shell

### **BASIC REPAIRS**

Basic repairs include new topcovers and one basic addition. Those items would include, but are not limited to:

- Padding on device only
- Met pads, no extensions
- Balance pads, no extensions
- Scaphoid pads, no extensions
- Heel pads, no extensions
- Any posting, grinding or arch adjustment on devices with no extensions **after 90 days**
- Posting, no extensions
- Spenco, heels to toes
- Padded fabric, heels to toes
- Ucolite, heels to toes
- X-Static, heels to toes

Note: To be considered a basic repair, devices may NOT have any extension or arch reinforcement.

### **EXTENSIVE REPAIRS**

Extensive repairs involve more than two basic additions. This would include, but is not limited to:

- All MaxiShocks or any devices with arch reinforcement
- Any devices with forefoot extensions
- Any posting, grinding or arch adjustment on devices with forefoot extensions **after 90 days.**

### **NON-SOLO Repairs**

This refers to any adjustments, changes, modifications, refurbishes, repairs made to any device not originally manufactured by SOLO.

### **TOPCOVER WARRANTY – ONE (1) YEAR FROM INVOICE DATE**

Applies to SOLO devices only. All cases are reviewed and approved by SOLO employees.

- Topcovers and padding delaminating
- Separation of topcovers, padding or orthotic shell

Warranty voided by the following:

- Evidence of abuse or abnormal wear
- Exposure to excessive moisture / wearing in water
- Damage by pets
- Deliberate peeling
- Damage from non-SOLO adjustments