



CHINOOK

FOOT & ANKLE CLINIC

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Your Custom Orthotics

Your custom orthotics have been designed and made specifically for your feet and your individual foot condition.

Orthotics are designed to help improve your foot function and reduce symptoms. They are not a “cure-all,” and results can vary depending on your condition, footwear, work activities, and the amount of time you spend on your feet.

Our goal is to help you become more comfortable and active with the proper use of your orthotics.

Wearing Your Orthotics

It can take some time for your body to adjust to new orthotics. Some people feel comfortable right away, while others need several weeks. Mild aches or changes in how your feet, legs, hips, or back feel can occur during the adjustment period.

We recommend a gradual break-in period:

- **Day 1:** Wear for 1 hour.
- **Day 2:** Wear for 2 hours.
- **Day 3:** Wear for 3 hours.

Continue increasing by about 1 hour each day until you can comfortably wear them all day.

During the **first week**, avoid wearing your orthotics for sports, workouts, or other strenuous activities. During the **second week**, gradually introduce them into these activities.

If you are uncomfortable:

If your orthotics cause significant discomfort, stop wearing them for the following day. When you restart, increase your wearing time by only **30 minutes per day**.

If you are still experiencing pain or discomfort after **3–4 weeks**, please contact our office for an appointment with the doctor. Your orthotics may need an adjustment.

Trimming Your Orthotics

Your orthotics may need to be trimmed to fit properly into your shoes.

To trim them:

1. Remove the insole from your shoe or use a previous pair of orthotics as a template.
2. Place the insole/template on top of your new orthotic.
3. Trace the outline with a marker.
4. Carefully trim the excess material with sharp scissors.
5. Place the orthotic in your shoe and check the fit.

If you are unsure about trimming your orthotics, please contact our office before making significant changes.

Adjustments & Warranty

Your custom orthotics include a **6-month warranty from the completion date**. During this period, adjustments for **fit, function, or comfort** are provided at no additional charge. The completion date can be found on the manufacturer's profile included with your orthotics. After the 6-month warranty period, adjustment and other **fees are the responsibility of the patient**.

Refund Requests

Because your orthotics are **custom-made specifically for you**, refunds are not automatic.

If you are unhappy with your orthotics or are having difficulty wearing them, **please contact us first**.

Before a refund can be considered:

1. Book an appointment with the doctor.

Bring your orthotics and the shoes you normally wear with them.

2. We will assess the problem.

The doctor will determine whether an adjustment may improve the fit, comfort, or function of your orthotics.

3. We will make reasonable adjustments when appropriate.

Our goal is to help you get the best possible result from your custom orthotics.

4. If the problem cannot be resolved, a refund may be considered.

If a refund is approved, a **\$180 custom orthotic service fee** will be retained, and the remaining eligible amount will be refunded.

Please note: Patients requesting a refund must first allow the clinic an opportunity to assess and adjust the orthotics. A refund will not be processed simply because the patient has decided they no longer want the orthotics without first completing this assessment process. Problems related to a manufacturing defect, incorrect order, or clinic error will be assessed separately.

Orthotic Refills

If you order additional pairs of orthotics:

- **Within 12 months:** 20% discount
- **12–24 months:** 10% discount
- **After 24 months:** Regular pricing applies

Questions or Concerns?

If you have any questions, discomfort, or concerns about your orthotics, please contact our office. We are happy to help you get the best possible fit and function from your custom orthotics. Call us at (403)331-3338.

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