

sherpa3D - Custom Orthotic Warranty Policy

At sherpa3D, we are dedicated to the precision, quality, and long-term comfort of every device we craft. We stand firmly behind our workmanship to ensure you receive the support you deserve. Below are the details of our comprehensive product warranty.

1. Scope of Coverage

We provide a six-month limited warranty on all custom-made foot orthotics, effective from the date of delivery. This coverage applies to any defects in materials or workmanship that may arise during normal use.

2. Our Remake Guarantee

Your mobility and comfort are our primary goals. If your orthotics require adjustments regarding fit, function, or overall comfort during the six-month warranty window, we will evaluate with your healthcare provider if adjustments can be made to your orthotics without sherpa3D's intervention. If adjustments do not resolve the issue, we will remake or modify the devices at no additional cost to ensure they meet your clinical requirements.

3. Policy Exclusions

To maintain the integrity of our warranty, please note that the following are not covered:

- Standard wear and tear over time.
- Damage resulting from misuse, neglect, or accidental impact.
- Modifications or "DIY" repairs performed by parties other than sherpa3D and the dispensing healthcare provider.

4. How to Submit a Claim

If you believe your orthotics have a warrantied defect, please reach out to your dispensing healthcare provider. To help them expedite your request:

- Provide a brief description of the issue.
- Include photographs or documentation if requested by our technicians.
- Follow the specific return instructions provided by your healthcare provider team to ensure your claim is processed correctly

5. Assessment & Resolution

Upon receiving your orthotics, our laboratory team and your healthcare provider will evaluate the devices to determine the best solution. If a manufacturing error is identified, we will prioritize a remake to your original specifications. We are committed to resolving all concerns promptly to get you back on your feet.

6. Complimentary Shipping

For all approved warranty claims, sherpa3D will cover the costs associated with shipping the defective product back to our facility and delivering the corrected pair to your door.

Questions? If you have any inquiries regarding your specific device or the terms outlined above, please contact your healthcare provider directly. Thank you for trusting sherpa3D Inc with your foot health.