

THE SHOE LAB, INC.
INJURIES/EXCHANGES/RETURNS/WARRANTIES

Any product(s) dispensed by **THE SHOE LAB, INC.** will carry a one-year manufacturer's warranty from the date of service, excluding any normal wear and tear, leave as is and any damages done to the products due to not following the products' care instructions provided under the [Instructions/Recommendations](#). If product(s)/item(s) is/are found defective, the product(s) will be replaced.

Also refer to the "[instructions – Recommendation](#)" given to Patient and/or customer. Warranty will be voided if care instructions are not properly followed. Please contact us if you are unsure how to use the product. The product will be replaced if found defective. The Shoe Lab, Inc. won't be responsible for any injuries caused by the device, including but not limited to fall, injury(ies) due to a manufacture's defect of items not manufactured by The Shoe Lab, Inc. or if the device(s) is/are worn out due to normal wear and is not in good working condition. If item(s) are worn out due to normal wear and tear and such items are not in good working condition, The Shoe Lab, Inc. recommends stop using such item(s) immediately and won't be responsible for any injury occurred due to the normal wear of item(s). If the problem is due to the fitting of the item(s) or if it is an item manufactured by The Shoe Lab, Inc., the company will correct the problem.

To ensure proper fitting, avoid injuries and avoid wasting of products, The Shoe Lab, Inc. advises patient(s) and/or customer(s) to wear the items received for the first three days at home on the carpet. Keep an eye out for any red mark(s), discomfort and/or ulceration(s). If no red marks, discomfort or ulceration(s) are present, then patient and/or customer can start wearing the items. If red marks, discomfort and/or ulceration(s) are present, patient and/or customer should discontinue use of the product immediately, contact us and seek the advice of his/her physician. In the event of a life threatening emergency, you must contact 911.