



Birmingham Orthotic Services

Terms and Conditions

01/01/2024

By placing an order with us you are agreeing the following Terms and Conditions.

1. Guarantee

We are pleased to offer a 12 month guarantee on all direct milled polypropylene shells against the unlikely occurrence of fracture. Carbon composite shells are guaranteed against fracture for a period of 12 months from the date of despatch. EVA devices are guaranteed for 6 months from date of despatch against excessive compression – consideration being given to patient weight, activity level and density of material prescribed. PU devices are guaranteed for 9 months from date of despatch against excessive compression – consideration being given to patient weight, activity level and density of material prescribed. Top covers, EVA posts and pads are guaranteed for 3 months from the date of despatch against reasonable wear and tear, defective adhesion and excessive compression. Any alterations not carried out by Birmingham Orthotic Services will render the guarantee null and void. Birmingham Orthotic Services decision in these matters will be final. This guarantee does not affect your statutory rights.

2. Adjustments

Within the first 3 months from date of dispatch minor adjustments to the original prescription will be carried out free of charge. If additional material is required then a refurbishment charge will be placed against the original order. If a re-make is required, at the request of the customer, this will be charged at the price pertaining to the goods at the time of such request.

3. Returns Policy

All adjustments and re-makes under the terms of the guarantee will only be carried out when the original device has been returned to Birmingham Orthotic Services within a period of 21 days of despatch. If the original device is not so returned, replacement devices will be charged at the full list price. Bespoke items are non-refundable save in the case of manufacturing error or faulty materials. Birmingham Orthotic Services will endeavour to work with practitioners to resolve any issues patients may be experiencing with a bespoke device.



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QF38-1

Birmingham Orthotic Services, Hastingwood Industrial Park, Erdington, Birmingham B24 9QR

4. Production Turnaround Guarantee

Under normal operating conditions all orthoses will be despatched within the agreed timescale from receipt and order clearance. Please note that orders arriving before 11am will be classified as arriving that day, orders arriving after midday will be classified as arriving the following day.

5. Order Clearance

In some circumstances devices may be placed on 'hold' due to technical queries. This may be due to illegible prescription forms, damaged casts etc. In all cases, the practitioner will be contacted by telephone and or email and be informed of the query. Where possible, solutions will be achieved over the telephone. Where this is not possible, the order will be placed on hold until the matter is resolved and time will be deemed to cease running. On resolution, the order will then re-enter the normal production timetable.

6. Cast Storage

All casts and direct milled orthotic designs will be stored digitally for a period of 5 years. Birmingham Orthotic Services reserve the right to alter the medium of such storage that they so wish. Physical casts will be kept up to a period of 6 months from completion and then disposed of. Birmingham Orthotic Services will not be held responsible if physical casts are damaged during and /or storing the casts. They will not be held responsible for the costs accrued for re-casting.

7. Product Images and Descriptions

Whilst we endeavour to ensure that all photographs and descriptions featured in our promotional material are fully representative of our products, they are intended as a guide only for identification of each product. We reserve the right to modify product specifications without notice.

8. Updates to Terms and Conditions

Birmingham Orthotic Services may at any time revise these Terms and Conditions by updating this posting. Users are bound by any such revisions and should therefore periodically visit this page to review the then current Terms and Conditions to which they are bound.



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9. Links to Other Sites -Website

Certain hypertext links in this website may lead to websites that are not under the control of Birmingham Orthotic Services. Such links are for the convenience of users only and Birmingham Orthotic Services does not endorse any content of any websites linked to this website and gives no representation or warranty (express or implied) as to the information on such sites.

10. Footwear

Birmingham Orthotic Services are not held responsible to any loss or damage that may occur during manufacture or additions of footwear. We will endeavour to put products back to correct specification, or work with the customer to discuss options moving forward. Repairs and adaptations of footwear, and the production of new footwear will be carried out to the exact prescription that has been given. On the rare chance that the exact material is not available then the next best option will be used, upon confirmation by the customer.

11. Footwear Guarantee

We offer a 3 month guarantee on any minor adaptation of footwear that has been sent to us for repairs or adaptations previously.

12. AFO Guarantee

We offer a 12 month guarantee from original dispatch against the unlikely occurrence of a fracture to the leg splint base material (Polypropylene/co-polymer shell). Additional padding, such as malleoli padding, is a month guarantee against excessive wear and defective adhesion, taking into consideration a patients weight and activity level. Staps are guaranteed for 3 months from despatch against excessive wear and defective adhesion. Hinges for AFO's are guaranteed for 6 months from despatch, taking into consideration for the patients weight and activity level.

All AFO orders will be manufactured against the standard specification set in place by the technician, unless specified by the person prescribing the device. For more information regarding these specifications, please contact enquiries@birminghamorthotics.co.uk.



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13. Stock Insoles

Stock, or off the shelf insoles, will have a guarantee of 6 months from despatch. In the occurrence of an incorrect order, such as a sizing error, then the customer will be held responsible and charges will apply.

14. Modular Insoles

A 6 month guarantee will be applied against the unlikely occurrence of a shell fracture. Top covers, midlayers, postings and padding etc. or any addition to a modular insole will carry a guarantee of 3 months from despatch against defective adhesion, taking into consideration a patient's weight and activity level.

15. Refurbishments or Minor Adaptions

Birmingham Orthotic Services will not be held responsible for the loss or damage for items sent to us for refurbishment or minor alterations.

Insole refurbishment will carry a guarantee of 3 months from despatch for top covers, midlayers, padding and postings that had been requested. If specification has not been supplied for exact measurements or angles etc. then Birmingham Orthotic Services will try and match what is currently on the device. However, Birmingham Orthotic Services will not be held responsible for incorrect or indifferent discrepancies against the original/pre-refurbished device.

AFO refurbishment will carry a guarantee of 3 months on heel postings/wedges, site specific padding, straps and any other additional items that are prescribed. Charges apply for the work carried in order to start the full refurbishment. Birmingham Orthotic Services will not be held responsible for discrepancies against the original prescription if not stated on the order.

On the discovery of fractures or damage to devices when commencing refurbishment work, then the order will be on hold. The customer will be notified, and plan will be put forward by the customer on what to do next.



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