

Terms & Policies

Professional Services

- 5 day turnaround on all new devices.
- Consultation service
- Complimentary adjustments for 90 days of first order.
- Cast storage: 3 months for plaster; 2-year storage for CAD/CAM.

Supplies

- Mailing Labels
- Shipping Boxes
- Prescription Order Forms

Invoicing & Terms

- Credit on account will be established to qualified individuals and/or companies.
- Atlas Orthotic Lab reserves the express right to request a credit application.
- Detailed billing will be included with shipment.
- Visa / MasterCard / Amex. Account number, expiration date and signature will be required to be on file at Atlas.
- Monthly statements provided.

Terms:

- Net 15 days from receipt of invoice.
- Interest will be charged at 1.5% per month on overdue accounts received after 30 days.

Shipping Services

- Inbound shipping free with 3 or more individual orders – call customer service to arrange pickup.
- Outbound shipping / handling included.
- Outbound orders shipped outside Canada (International) shall be shipped via air carrier, with charges billed on invoice.
- Inbound International orders will require prepayment.

Discounts

Volume Discount New Orders: Atlas will provide a 5% discount on orders of 10 to 19 pairs per month; a 10% discount on orders of 20 to 29 pairs per month; a 15% discount on 30 pairs or more per month. Payment terms are net 15 days of receipt of invoice, for volume discounts to apply (cannot be used with other discounts and promotions).

Second Pair Discount: A 25% discount will be offered to a second pair of orthotics manufactured from existing positive casts. Atlas reserves the right to refuse to manufacture orthotics from casts that do not meet our company standards (cannot be used with other discounts and promotions).

Warranty

Atlas Orthotic Lab offers the following warranty on all of its devices:

- Our devices are warranted against defects in workmanship, materials, and fit. Adjustments must be made within the first 90 days of invoice. Top and bottom covers are excluded under the warranty.
- All adult orthoses are warranted for life against breakage. Children's devices are warranted for one (1) year.
- Any devices manufactured from casts other than Atlas are not eligible for complimentary adjustments.
- Patient abuse or loss voids warranty.