



NEW Return Policy

Effective August 1st 2013

SureFit understands from time to time, for whatever reason, our products may simply not work for a particular patient. Please reference our Return Policy for specific information.

Please contact SureFit Customer service at **800.298.6050**, for a Return Authorization Number.

Should you experience any difficulty with the fit of the shoe or insert, please call SureFit Customer Service at **800.298.6050**, while the patient is in the office. Often, issues can be resolved during the fitting session with the assistance of one of our trained C.Peds.

Shoes and Inserts: Full Product Refund within 6 months from the shipment date.

- All shoes must be in original packaging in unworn condition
- Prepaid mailing labels will be provided for product return
- Refund is for product only and does not include freight charges
- 50% upcharge is not refundable for pairs with mixed sizing
- Adjustments are available for custom insert products at no charge
- Special Order shoes must be returned within 30 days of shipment date

All custom AFO's: Are non-refundable

- Custom product adjustments are available (additional charges may apply)

Defective Products: Products with manufacturing defects will receive full credit within a year of shipment date

- Does not include cases where excessive wear is self-evident

Call us at 800.298.6050

Your Best Fit Forward