

## FITTING SHOES

**Arrival and Delivery of Shoes:** Please try the shoes on the patient in your office with the custom inserts and check the fit with the patient standing according to the following criteria.



*Fig. 1 – Toe Length: Compress the end of the shoe to feel the edge of the longest toe. A ½" of allowance should exist between the end of the longest toe and the shoe.*



*Fig. 2 – Toe Alternate: If you can't feel the toe through the shoe, remove the shoe and insert. Request patient stand so their heel is at the back edge of the insert. Verify a ½" space exists between the end of the longest toe and the front edge of the insert.*



*Fig. 3 – Width Length: Foot should fit snugly at the ball with a pinch of material for allowance.*



*Fig. 4 – Heel: As patient walks, evaluate if there is any heel slippage present. No gaps should be present.*

**FIT:** If you experience any problems with the fit of the shoes, please refer to the SureFit Fitting Solutions Kit for guidance on problem resolution. If the problem persists, please call Customer Service (800.298.6050) while the patient is in your office, for immediate assistance from one of our fitting staff. In many cases, we can solve the problem during the fitting session. If the problem cannot be solved in your office, we will furnish you with a Return Authorization Number. Complete the Return Form and return to SureFit using the prepaid shipping labels.