

## Return Policy FAQ Effective February, 2021

Last Updated: December, 2022

### WHAT IS THE RETURN POLICY?

#### **SHOE RETURNS** - 90 days from invoice date

A return authorization (RA) must be requested within 90 days of invoice date to be eligible for credit. Once a RA number has been issued, items should be returned to SureFit within 15 days. Currently, there are no restock fees for cataloged/stocked shoes. A RA number must be obtained prior to returning items to SureFit.

RA numbers should be written on the outside of the return shipping box. Products must be in resalable condition, including original packaging. Shoes should be returned to SureFit-Alpharetta. For defective shoes, please contact customer service at (800) 298-6050 x1.

#### **NON-STOCK SHOE RETURNS** - Shoes not offered in our catalog

SureFit follows supplier policies for non-stock shoes. Certain suppliers, including Brooks, do not provide credit for non-stock/special order returns. SureFit will not issue credit for these items. If eligible for return, non-stock/special order shoes must be returned within 60 days of shipment date. Please use the returns/exchange process outlined for stocked shoes if time requirement is met. Any supplier restock fees will apply if non-stock returns are accepted.

#### **SHOE EXCHANGES**

Shoe exchanges must be submitted within 90 days for cataloged shoes. For non-cataloged shoes, exchanges must be submitted within 60 days from invoice date to be eligible.

Please contact Customer Service at (800) 298-6050 x1 for Shoe and Insert Exchanges.

#### **STOCK ITEMS** - Non-Shoe or Non-Custom Items

A return authorization (RA) must be requested within 60 days of invoice date to be eligible for credit. Once a RA number has been issued, items should be returned to SureFit within 15 days. RA numbers must be written on the outside of the return box. All returned stock items are subject to a 15% restock fee with a max restock fee of \$50 per product, with the exception of shoes.

## **NON-STOCK ITEMS** - Non-Shoe or Non-Custom Items

A return authorization (RA) must be requested within 60 days of invoice date to be eligible for credit. SureFit follows supplier policies for non-stock items and items under warranty/trial. Some suppliers do not provide credit for non-stock/special order returns. In these cases, SureFit will not issue credit. Any supplier restock fees will apply if non-stock returns are accepted. Contact customer service prior to initiating non-stock returns to learn about supplier guidelines.

## **CUSTOM ITEMS** - Custom orders are non-returnable

Please contact customer service (800) 298-6050 x1 for inquiries specific to adjustments and additional fabrication needs.

## **WHAT IS THE NEW RETURN AUTHORIZATION PROCESS?**

Call Customer Service at 800 298 6050 x1.

For warranty issues, please fill out the [online form](#). Call customer service with any questions or concerns.

## **HOW DO I RETURN A PRODUCT?**

1. Call Customer Service 800 298 6050, x1.
2. For warranty issues, please fill out the on line form.
3. For non-warranty issues, Customer Service will provide an RA number when you call into 800-298-6050 x1.
- 4 Write the RA number on the outside of the shipping box.
5. Ship your return to the correct SureFit address below.

## **RETURN PERIOD:**

Shoes - 90 days

Non-cataloged shoes/special order shoes - 60 days or subject to vendor policy.  
(Shoe exchanges subject to return eligibility)

Stock items (non-shoe or non-custom items) - 60 days

Non-stock items - 60 days, subject to vendor policy

## **WHERE DO I RETURN ITEMS?**

If an item was ordered through SureFit, it should be returned to SureFit. You must have a return authorization (RA) number prior to returning product(s).

Product Return Addresses	
DME and Shoes	Custom items
SureFit Returns 6530 Corporate Ct STE 100 Dock Door 4 Alpharetta, GA 30005	Contact customer service (800) 298-6050 x1

## **HOW DO I MAKE A WARRANTY RETURN?**

Items under warranty may require warranty cards, replacement serial numbers, or patient information before credit can be issued.

Contact customer service at (800) 298-6050 x1 to understand what information is required to make a warranty return.

## **DO I HAVE TO PAY A RESTOCK FEE?**

### **Stock items**

Stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product, with the exception of shoes (dependent on supplier's policy).

### **Non-Stock items**

Any supplier restock fees will apply if non-stock returns are accepted. Contact customer service at (800) 298-6050 x1 to learn about supplier restock policies.

### **Shoes**

Catalog shoes are not subject to restock fees. Non-catalog shoe fees are based on supplier guidelines. Contact customer service at (800) 298-6050 x1 to learn about shoe supplier restock policies.

## **DO I HAVE TO PAY FOR SHIPPING TO RETURN A NON SHOE PURCHASE?**

Yes, return postage is your responsibility unless SureFit made an error.

## **WHAT SHOULD I DO IF I RECEIVE DEFECTIVE ITEMS?**

For immediate assistance, contact customer service at (800) 298-6050 x1 and SureFit will be happy to assist.

## **WHAT SHOULD I DO IF I RECEIVED THE WRONG ITEM OR WRONG QUANTITY OF ITEMS?**

You may be eligible to receive a call tag. For immediate assistance, contact customer service at (800) 298-6050 x1 and SureFit will be happy to help.

## **WHO DO I CONTACT ABOUT MY RETURN OR CREDIT?**

Contact customer service at (800) 298-6050 x1 for more information about your return or credit.