

Return Policy

Effective February, 2021
Last Updated: April, 2024

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.

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. Please contact customer service at (800) 298 6050 x1 to initiate a return.

Return authorization number required

A return authorization (RA) number must be obtained prior to returning items to SureFit. RA numbers must be written on the outside of the return shipping box.

Resalable condition

Products must be in resalable condition, including original packaging. Manufacturers Inserts must be returned with shoes.

Return location

All other stock items should be returned to SureFit - Alpharetta.

SureFit Returns
6530 Corporate Ct STE 100
Dock Door 4
Alpharetta, GA 30005

Defective Shoes

For defective shoes, please contact customer service at (800) 298 6050 x1.

Failure to meet these guidelines may result in returned merchandise without credit.

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 30 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. For defective shoes, please contact service at (800) 298-6050 x1.

Shoe Exchanges

90 days from invoice date

For all shoe exchanges, please contact service at (800) 298-6050 x1.

For your reference, please use the [shoe fit check list](#).

Stock Items (Non-Shoe or Non-Custom Items)

60 days from invoice date

A return authorization (RA) request 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. Call Customer Service at (800) 298 6050 x1.

Return authorization number required

A return authorization (RA) number must be obtained prior to returning items to SureFit. RA numbers must be written on the outside of the return box.

Subject to 15% restock fee

All returned stock items are subject to a 15% restock fee with a maximum restock fee of \$50 per product, with the exception of shoes (dependent upon supplier's policy). For patient rejected items, restock fees are based on supplier guidelines.

Resalable condition

Products must be in resalable condition, including original packaging.

Return location

Stock items should be returned to SureFit - Alpharetta.

Call tags

For SureFit order and shipping errors, call tags will be emailed to cover the return postage.

Failure to meet these guidelines may result in returned merchandise without credit.

Non-Stock (Items Non-Shoe or Non-Custom Items)

SureFit follows supplier policies for non-stock items and items under warranty/trial. Contact customer service prior to initiating these returns to learn about supplier policies.

Certain suppliers, including Brooks, do not provide credit for non-stock/special order returns. SureFit will not issue credit for these items. For nonstock shoes, contact customer service for supplier-specific policies. Any supplier restock fees will apply if non-stock returns are accepted.

Non-Returnable Items (Custom Items)

Custom orders are non-returnable. Please contact customer service at (800) 298-6050 x1 for inquiries around adjustments and additional fabrication needs.

Warranty Items

Items under warranty may require warranty cards, replacement serial numbers, or patient information before credit can be issued. Applicable suppliers include, but are not limited to Allard, Becker, Darco, Fillauer, Ossur, Ottobock, and Trulife.

For warranty issues, please visit the Return Policy and Forms page to review available warranty cards. Call customer service with any questions or concerns.

Custom Items

Custom orders are non-returnable. Please contact customer service at (800) 298-6050 x1 for inquiries around adjustments and additional fabrication needs.

Return Locations

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For questions concerning our return policy, please contact customer service at (800) 298-6050 x1.