

Streamline Orthotics and Prosthetics, LLC Warranty for Custom Orthotics

Streamline Orthotics, LLC guarantees all parts and materials of custom orthotic devices for a period of ninety (90) days from initial delivery. Streamline O&P will repair or replace free of charge covered items that are under warranty. This warranty does not apply to parts or devices that were not manufactured by Streamline Orthotics, LLC. This warranty does not apply to adjustments to devices needed due to anatomical or other medical changes.

Abuse, undue rough wear, or loss voids the warranty. This includes not wearing shoes over braces, and/or destruction from outside sources such as heat, cold, impact or undue abrasion beyond normal wear and tear. Further, if the device has been utilized outside the intended purpose for which it was designed, the warranty is no longer in effect.

If a problem exists that requires Streamline Orthotics, LLC to repair or replace the brace during the warranty period, please notify our Customer Service staff prior to taking any action. After gathering specific information on the problem(s) experienced, we will determine the most efficient course of action to remedy the problem, and direct you on any action you may need to take.

You can reach Customer Service at (314)289-9100.