

# MODIFICATION / EXCHANGE/RETURN FORM

## DR/CLINIC INFORMATION

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 PHONE: \_\_\_\_\_  
 FAX: \_\_\_\_\_  
 EMAIL: \_\_\_\_\_

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## PATIENT INFORMATION

NAME: \_\_\_\_\_  
 SEX:  M  F AGE: \_\_\_\_\_  
 WEIGHT: \_\_\_\_\_  
 SHOE SIZE: \_\_\_\_\_

- SHOE RETURN CREDIT ONLY     SHOE EXCHANGE     SHOE EXCHANGE WITH ORTHOTIC

## EXCHANGES

- MEN'S     WOMEN'S

SHOE RETURNED FOR CREDIT: Style: \_\_\_\_\_ Colour: \_\_\_\_\_ Size: \_\_\_\_\_ Width: \_\_\_\_\_  
 NEW SHOE SELECTION: Style: \_\_\_\_\_ Colour: \_\_\_\_\_ Size: \_\_\_\_\_ Width: \_\_\_\_\_  
 WITH ORTHOTIC:  YES  NO

- MEN'S     WOMEN'S

SHOE RETURNED FOR CREDIT: Style: \_\_\_\_\_ Colour: \_\_\_\_\_ Size: \_\_\_\_\_ Width: \_\_\_\_\_  
 NEW SHOE SELECTION: Style: \_\_\_\_\_ Colour: \_\_\_\_\_ Size: \_\_\_\_\_ Width: \_\_\_\_\_  
 WITH ORTHOTIC:  YES  NO

- MEN'S     WOMEN'S

SHOE RETURNED FOR CREDIT: Style: \_\_\_\_\_ Colour: \_\_\_\_\_ Size: \_\_\_\_\_ Width: \_\_\_\_\_  
 NEW SHOE SELECTION: Style: \_\_\_\_\_ Colour: \_\_\_\_\_ Size: \_\_\_\_\_ Width: \_\_\_\_\_  
 WITH ORTHOTIC:  YES  NO

**FOOTWEAR POLICIES:** - Exchanges / credits ONLY permitted with **3 months** from invoice date provided the following conditions are met: 1) Footwear has not been discontinued / altered / worn / dirty / scuffs marks or stretched. 2) Footwear must be returned with manufacturer's insoles and in its original unmarked packing with NO packing tape shipping labels or writing. 3) Special order shoes are non-returnable. 4) Birkenstocks with orthotics are non-returnable for any reason. Please refer to warranties / policies sheet for complete terms.

## MODIFICATIONS



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**MODIFICATION POLICIES** - 6 month warranty on all top covers and soft additions when subjected to regular wear. 1) Reconditioning and soft padding modifications of any Oolab product out of warranty, or any non- Oolab product are subjected to modification charges of \$35.00. 2) Modifications that require alterations of shell material, shell modifications, and adjustments based on shoe exchanges and conversions will incur a remoulding charge of \$55.00. Please refer to warranties / policies sheet for complete terms.