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 **www.prolaborthotics.com**

**What makes ProLab a quality orthotic lab?**

ProLab’s exceptional quality standards are reflected in everything we do, including our products and services. Our custom and prefabricated orthoses are designed using evidence-based research, advanced technology, and quality materials. Our medical consultants are available for consultations with clients to ensure effective prescription-writing and to trouble shoot challenges. ProLab supports education with unrestricted educational grants at scientific conferences. We are committed to providing the best products, services, and educational opportunities for practitioners.

**Who are your Medical Consultants?**

ProLab Medical Consultants are nationally recognized experts in orthotic therapy. Our consultants are:

* Larry Huppin, DPM
* Alona Kashanian, DPM
* Paul R. Scherer, DPM

**Can I request a rush on an order?**

Yes. Indicate RUSH 1-day or RUSH 3-day during your scanning appointment.

**Note:** Additional charges will apply for the RUSH option and expedited shipping.

### ****What is a 1-day rush? *$50.00*****

We will make the order and ship it one business day after it arrives at the lab.

**Note:** Rush orders are shipped via overnight service.

### ****What is a 3-day rush? $*25.00*****

We will make the order and ship it three business days after it arrives at the lab.

**Note:** Rush orders are shipped via overnight service.

###  What is FedEx Overnight shipping and when is it used? *$25.00 -$50.00*

FedEx Overnight is an expedited shipping service.  Packages are delivered the next business day.  Rush orders are shipped via standard FedEx Overnight service unless otherwise specified.

### What does FedEx 2Day shipping service mean? *$25.00 - $50.00*

FedEx 2Day shipping is the default service used for shipping.  Packages are delivered on the second business day.

### When is FedEx Ground shipping used? *$25.00 - $50.00*

FedEx Ground is economy shipping service and will be used when requested by the client.  Contact Client Services to switch your shipping method from standard FedEx 2Day to FedEx Ground.  FedEx Ground delivery timeframe is not guaranteed.

### Can you ship directly to the patient? *$15.00 plus the cost of shipping*

Yes, we do offer the option of shipping directly to the patient. Please check the ‘Ship to Patient’ box on the bottom of the prescription form, and provide the patient’s physical address. A $15.00 charge in addition to the shipping cost will be applied.

### What is an adjustment?

An adjustment is a minor alteration for fit within 90 days. Dr Haile performs most minor adjustments at the office. Examples of minor adjustments include grinding the post to fit a shoe, narrowing the distal end, or lowering the arch height slightly.

### What is a refurbishment? *$60.00*

An orthosis sent in for a refurbishment is restored as closely as possible to its original condition. Generally, this involves replacing all of the worn soft materials (topcovers and extensions). If the device has an EVA post, you can request that the rearfoot post be replaced also.

**Podiatry Associates financial agreement for custom orthotics**

The initial pair of custom orthotics is $400, in order to receive orthotics $200 must be paid at the time of your orthotic scanning and the remaining $200 must be paid at the orthotic fitting appointment. If you require a rush, the additional charge is due at the time of scanning. If you would like them shipped to your home or your home up north the entire balance with estimated shipping charges must be paid in advance. For duplicate pairs half must be paid upfront and the remaining balance paid at the time of fitting.

**Note**: Custom orthotics are not processed through insurance, they are patient responsibility.