



Exclusive Canadian Distributors of Dr. Comfort®

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Exchange/Return Policy for Orthopaedic Footwear

SIMS Medical is pleased to offer its clients a clear-cut exchange and return policy for Dr. Comfort Orthopaedic Footwear. Please note this policy does NOT apply to non-orthopaedic footwear, inserts, socks, orthotics, or any other accessory product. We allow practitioners to exchange orthopaedic shoes if size or style may not work for their patients and returns if there are any discrepancies or changes with their patients' orders, with no handling fees. However, this policy must be adhered to in its entirety; otherwise a minimum \$10 restocking fee will be administered (not including the credit that will be reduced based on any damages to the shoe or its packaging). Footwear must be returned to SIMS in fully resaleable condition (i.e. as you received it).

1. There are NO refunds. Returned product will be granted appropriate credit which will be applied to your account's overall balance. Credits will not be applied to specific invoices (i.e. not necessarily to the invoice for which the return was originally sold). Your monthly statement will reflect credit memos. You will not be credited for any shipping charges.
2. Do not order multiple sizes and/or widths of the same shoe for a single patient to try on (fitting) and then return the shoe(s) that did not fit. When (and if) the shoe you have ordered for your patient does not fit them appropriately, you may at that point exchange the shoe for a more suitable size and/or width. We do not allow multiple orders to be placed which will include a guaranteed return. Please stock inventory if you require several sizes. You will be charged restocking upon return of any multiple size/width fitting orders.
3. All exchanges/returns must be completed within 30 days of the original invoice date. Any item returned after 30 days of purchase will be charged 25% (deducted from credit). Exchanges are treated exactly the same as returns and reorders must be completed as a new order on the Shoe Order Form and faxed in; the returning shoe to be sent back with the Shoe Return Form and RA #
4. You must complete the Shoe Return Form in full, detailing the reason for return
5. You must obtain an RA (return authorization) number prior to returning any footwear. You may call our head office for this number, or preferably, fax the Shoe Return Form in and it will be faxed back to you with an RA #. This RA # must be clearly written on the Shoe Return Form which must be included in the individual shoe box; the same RA # must be clearly visible on the outside of the returning box. If the number is not visible, the shipment will be refused and sent back to you at your cost.
6. Goods must be returned in original packaging (i.e. Dr. Comfort shoe box!) and in RESALEABLE condition. Goods must include all components (i.e. both blue EVA fillers, shoehorn, tissue wrapping, pink Plastazote/eva insoles in shoes). If product is returned with any component missing, a service charge will apply (varies depending on what is missing)
7. Goods must be packaged in a separate outer box or wrapped appropriately when shipping back to avoid damage. DO NOT label the actual Dr. Comfort shoe box – your credit will be reduced significantly.
8. There are no credits issued for any footwear that has been modified, and no credits on custom orthotics or modifications. You have up to 90 days from the date of original invoice to alter or repair these products.
9. All unauthorized shipments will be refused
10. Please allow approximately 5 business days for credit or exchange to be processed

Please direct any questions or clarification requirements to your territory's account manager who will be more than happy to discuss this policy with you. Thank you for your continued support of SIMS Medical Corp and Dr. Comfort orthopaedic footwear. We hope that our service and our product remain to your satisfaction. We appreciate your business!!!!!!!