

## FREQUENTLY ASKED QUESTIONS

### What type of socks should be used?

Always use cotton socks that cover the foot everywhere the brace touches the baby's foot and leg. The baby's skin is usually sensitive after the last casting so you may want to use one pair of thicker cotton socks for the first day or so. Afterwards, thinner cotton socks can be used.

### Do the buckles go to the inside of the foot or to the outside of the foot?

The Ponseti AFO / Mitchell Brace was designed with the buckles set to the inside of the foot. This design feature is to aid parents in the donning and doffing of the shoes.

### I just received the shoes and they seem too big / too small. Is there a different size that would work better?

Please call MD Orthopaedics, toll-free at 877-766-7384, for further instructions and troubleshooting.

### The patient's heel isn't down in the AFO. Is there something wrong?

Place the foot into the shoe, bend the child's knee and push down slightly to make sure the heel is seated and then press gently on the top of the foot (where the leg meets the foot) with your thumb, to make sure that the foot is all the way in, and tighten the middle strap first. The strap helps keep the heel firmly down into the shoe. (source: <http://www.ponseti.info/clubfoot-and-the-ponseti-method/resources/bracing-tips.html>)

### How long will each pair of shoes last?

On average, a pair of shoes will last 4-6 months. Some children grow rapidly and will need a pair within 3 months. As the patient's growth rate slows, more time can be expected from each pair of shoes.

### How long will the bar last?

The bar is adjustable, so the bar should last approximately 2-3 pairs of shoes. The three lengths available are: extra short bar 17.3-25.0; short bar 20.0 - 30.0 cm; long bar 23.5 - 37.8 cm.

## REPLACEMENT / RETURNS POLICY

MD Orthopaedics Refund, Replacement, and Returns Policy  
June 1, 2006

Our refund, replacement, and returns policy is consistent in maintaining the best product and highest service level for all of our customers. If the merchandise you received is defective or not as you ordered, please contact our customer service staff for quick resolution.

### **BROKEN SHOE** (within 6 months of wear)

If there is a defect in the shoe or if a component of the shoe breaks or becomes damaged through normal wear, MD Orthopaedics will replace said item.

### **BROKEN SHOE** (after 6 months of wear)

If a component of the shoe breaks or becomes damaged through normal wear and has been in use for more than 6 months, MD Orthopaedics requires that either new foot measurements or a new impression of the feet be taken to ensure that the current size is still appropriate for the child. If the current size is still appropriate, MD Orthopaedics will replace the broken shoe at no cost to the patient. If the child requires a new size, a replacement will not be made but the patient will be invoiced for a new pair of shoes of the appropriate size.

### **INCORRECT SIZE**

Please notify MD Orthopaedics within 7 days of receipt if the shoes are the incorrect size or fit. MD Orthopaedics will evaluate the impression and/or measurements and, if needed, will send a new size under the agreement that the original shoes will be returned upon receipt of the replacement and the shoes will be in original, resalable condition.

### **REFUND / RETURN**

If you are dissatisfied with our product and request a refund the guidelines below must be followed in order to receive credit:

1. Product must be in new, resalable, unmarked condition and in original packaging.
2. Merchandise must be returned within 30 days of invoice date.

Refunds will be merchandise value only, shipping charges will not be refunded.

This policy / warranty is non-transferable. This policy covers normal wear and tear only. If heel caps become worn, replacements are available for \$10.00/pair.

Please contact us if you experience problems not outlined in this policy. Atypical matters will be handled on a case-by-case basis.