



3281 Fairlane Farms Road, Suite 4, Wellington, FL 33414
 Toll Free (877)405-3668 Toll Free Fax (888)342-3668
 Local (561)791-1213 Local fax (561)721-7070
www.dia-foot.com

DIA-FOOT RETURN/EXCHANGE FORM

INSTRUCTIONS - PLEASE READ!

Complete this form and include with returned shoes. Remove any custom inserts that may be in shoes and include the original manufacturer inserts. In bottom box, enter only the NEW shoe information if you are placing an exchange order for this patient *using this form*. If you are not placing an exchange order for your patient or, you have already faxed or called in your exchange order, leave this box blank and do not enter return shoe information in box. **If sending back shoes to add alterations only, check off below and add details under comments.*

PATIENT NAME _____ PATIENT DOB _____

OFFICE/ACCOUNT NAME _____

OFFICE LOCATION NAME _____ OFFICE LOCATION PHONE _____

REASON FOR RETURN: Misfit Dislike Shoe Defect Needs alterations Other _____

Medicare or Private Pay or Wholesale Return/Exchange

OR

This is an Insurance Dept Order Exchange Insurance Name _____

****Please note insurance returns must be received before exchange order can be placed****

I am NOT placing an exchange order for this patient/straight return

I am NOT placing an exchange order for this patient as I have already called/faxed in the exchange order.

I AM RE-ORDERING FOR MY PATIENT AND **NEW** SHOE ORDER INFORMATION IS ENTERED BELOW:

MANUFACTURER/ MODEL _____

COLOR _____ SIZE _____ WIDTH _____ LACE OR VELCRO _____

ORDER WITH PRE-FABS ORDER WITHOUT PRE-FABS

COMMENTS:

To Receive Full Credit for your shoe return, shoes must be returned within 120 days of receipt (**SPLIT PAIRS 60 DAYS**) and,

- Have no visible wear (No credit issued)
- Must be in original shoe box (\$10 charge)
- There must be no writing or tape on original shoe box (\$10 charge)
- **MUST HAVE ORIGINAL MANUFACTURER'S INSERTS** (\$25.00 charge)
- Cleaning fee if shoes can be resold (\$10 charge)

***No credit can be issued for custom inserts or orthotics**