



Allied Labs Policies 2026

Fit to foot adjustments: free within the first 6 months of ship from lab date. This means something affecting the fit of the device to the foot for example arch height, shell width, moving of accommodation to make wider or narrower. Moving a met pad or moving apex of arch or adjusting the posting amounts. Fit to shoe is not covered unless the shoe or insole was sent with original order. Devices made from other labs casts are not covered under free adjustments.

Not covered in free adjustment: Adding or removing something originally requested. Changing something originally requested for example you requested met length top cover and now want full length. Adding padding, or Accommodation's not originally requested.

Changes to original order (Soft Change Charge): If you are adding or removing to the original order that requires us to strip the devices it will be a \$40.00 charge. You cannot change the shell material for any reason.

Due to be shipped date: This date is 7 business days from the entry of the order. The due date is approximate and while we strive very hard to hit this date it is not guaranteed. There are factors that could prolong this date. It is best to track your orders through our Taika Create website to see when an order is due to ship, and when it ships.

Order Tracking: You can log into our Taika-Create website and see the progress of your orders. If you are not currently using Taika to scan and send your orders electronically, please call Client Services to get signed up for access to Taika-Create.

Discounts: Any additional pairs ordered from using casts we have on file will receive a 10% discount. If new casts are sent in no discount will apply.

Warranty Policy: Allied will honor the warranty against any adult device (18 years and over) that crack or break provided the devices have not been compromised. Diabetic devices do not have a lifetime warranty. Children's devices do not have a lifetime warranty.

Statements are emailed monthly on the 1st and are Net 30 days. A 1.5% late fee will be charged on balances over 30 days.

Allied OSI Labs manufactures a custom product that cannot be reused; therefore, we do not give refunds on devices inappropriately ordered or rejected by the patient.