



Iowa Brace Shoes, platforms and flex bars

We aim to provide the highest service levels for all our distribution partners. If the merchandise you received is defective or not as you ordered, please contact the orthotic dealer that you purchased the Iowa Brace from, and they will work directly with Clubfoot Solutions to replace defective product. Clubfoot Solutions sells the Iowa Brace directly to our distribution partners, orthotic dealers and health care facilities.

Given the need to ensure that the size of the Iowa Brace is appropriate to the child, below are indicated, subject to compliance with the laws of reference, the terms of the Iowa Brace coverage.

Broken Shoe (within 6 months of wear)

Replacement free of charge shoes will be provided if there is a manufacturing defect, or if any part of the shoe becomes damaged through normal use.

Broken Shoe (after 6 months of wear)

If a shoe breaks or becomes damaged through normal use and has been in use for more than 6 months, then we require a new foot measurement to be taken to ensure that the current size is still appropriate for the child. If the current size is still appropriate a free of charge replacement will be provided.

Broken Iowa Flex Bar or Iowa Platform

A free of charge replacement will be provided if the flex bar or any part of the flex bar is broken or damaged through normal use in accordance with these instructions. Note: The product is for naptime and night-time use only. Walking in the Iowa AFO can damage the flex bar and break the locking tab.

Incorrect Size

Please notify your orthotic dealer within 7 days of receipt. Provided the product is returned in a resaleable condition then a replacement of the correct size will be provided free of charge. Clubfoot Solutions will not replace incorrect size Iowa Braces to customers.

Unwanted Product

If you are dissatisfied and request a refund of the Iowa Brace you must work with your orthotic dealer. Clubfoot Solutions will not replace unwanted product to customers.

Exceptions

This warranty is null and void if the products are amended or altered in anyway, or if they are not used in accordance with these instructions and the Iowa Brace user's manual. Iowa AFOs are for use only with Iowa Flex Bars and Iowa Flex Bars and Platforms are only used with Iowa AFO's.

Please contact your orthotic dealer or Clubfoot Solutions if you experience problems not outlined in this policy. Atypical matters will be handled on a case-by-case basis.