

Customised Insoles: Warranty Terms & Conditions

Thank you for trusting Physio and Sole Clinic with your insoles prescription. We offer a one-year warranty on materials and craftsmanship so you can be confident the customised insoles our podiatrists prescribe will address your feet issues. Since the inception of our clinic in 2013, 95% of our patients have reported no issues with their customised insoles.

Breaking In Period

A break-in period of 2-3 weeks is required for your feet to adapt to wearing a new pair of insoles. It is normal to feel aches and discomfort on your feet during the initial period of wearing. It is recommended that you begin wearing your insoles for 1-2 hours on the first day, 4 hours the next day and gradually increase the time wearing them. However, if you are experiencing any discomfort or issues with your insoles after 2-3 weeks, please do not hesitate to reach out and our podiatrists will be happy to assist you.

Insoles Maintenance

To maintain the insoles, use a wet wipe or cloth to clean the surface of the insoles regularly. The insoles tend to wear out faster when it is wet, so do leave your insoles to dry if they are wet or caught in rain. Please do not wash your insoles, and do not use any chemicals or detergents as they may cause irreparable damage.

Terms and Conditions

Do note that the fee paid for the customised insoles is **non-refundable**. The one-year warranty period starts a month from the day payment is paid.

The following will be covered under the terms of the warranty:

- Manufacturing defects
- Adjustments required for fit, function and comfort
- Remake of insoles if adjustments do not address the issues with your insoles.

Consultation charges for insoles adjustments within the warranty period will be waived.

Please note the warranty **does not** cover the following:

- Normal wear and tear
- Damage caused by improper use or neglect
- Wearing of insoles in inappropriate footwear
- Insoles that are intentionally damaged, grossly altered, or subject to extreme or unusual treatment or handling
- Any modifications to the insoles by any third party
- Issues with insoles or feet arising from a new condition, injury or surgery

For any queries, feel free to consult our podiatrist for clarifications.