



THANK YOU

For joining our QuadraStep Family!

Now let's help you get started

Here are answers to some commonly asked questions

HOW DO I RE-ORDER?

We have enclosed an order form for your convenience. You may fill it out and fax it to the number on the form, or call us to re-order.

HOW DO I EDUCATE MY STAFF?

At anytime you may contact Joe Coletta, our Director of Education. He can set up a webinar or let you know more about our upcoming courses. Contact Joe at joecoletta@whatsmyfoottype.com or 1(203) 725-6790

HOW DO I KNOW IF I'VE GIVEN MY PATIENT THE CORRECT SIZED FOOT ORTHOTIC??

Fitting instructions are enclosed. For further assistance please feel free to call your sales representative.

CAN QUADRATESTEP ORTHOTICS BE MODIFIED?

Yes. You can modify a QuadraStep orthotic in any way you would modify or adjust a custom orthosis, with one exception. QuadraStep orthoses are composed of a thermoplastic rubber and cannot be heat adjusted. If you would like us to assist you with modifications or have a topcover added, we can do this for an additional fee.

WHAT KIND OF INSTRUCTIONS DO I GIVE MY PATIENT?

You may duplicate the enclosed patient information card, or you can print information from our website www.whatsmyfoottype.com to hand to your patient.

SHOULD I DISINFECT FOOT ORTHOTICS BETWEEN PATIENTS?

If you are using your orthotics as a fitting tool, please disinfect with any topical disinfectant you are currently using between patients. Once your patient has purchased their orthotic, they can be cleansed with soap and water.

MAY ORTHOTICS BE RETURNED?

Unused product, in its original packaging, may be returned for credit within the first 30 days of invoicing. Shipping will also be credited to your account for any returns due to our error, otherwise shipping is your responsibility.