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New Extra Depth Shoes

Try out your new shoes at home on a carpeted area. Check them for fit and comfort.

Please do not wear them outside until you know that you are happy with them.

Dirty shoes or those worn outside cannot be exchanged. Please advise us at your earliest convenience if the shoes do not fit and refrain from wearing them.

While we do our best to ensure the factory installed inserts are removed when necessary, we apologise as this can sometimes be overlooked. Please remove any factory installed insert in any shoe that will be used with a FO (Foot Orthotic), AFO (Ankle Foot Orthotic) or SMO (Supra-Malleolar Orthosis).

If you are fitting Billy® Shoes, please **completely loosen the laces first**, then put the foot and device in before doing up the zipper. Once the zipper is done up, then the laces can be tightened as needed.

If you have any questions or concerns, please feel free to contact our office.

Thank you, and we hope you enjoy your new shoes!

Sincerely,

Ortho Design Inc.