

Pricing

Effective 1/1/2023

<p>\$72⁹⁵ Billed to Credit Card \$79.95 Billed to Account</p>	<ul style="list-style-type: none"> ● 100% Custom-Made, Etched, Milled and Printed Devices ● Includes Posts, Padding, Accommodations and Additions ● Full Six Month Fit Guarantee ● Shell and Postings Guaranteed for Life
<p>\$77⁹⁵ Billed to Credit Card \$84.95 Billed to Account</p>	<ul style="list-style-type: none"> ● 100% Custom-Made, Vacuum Formed Devices ● Includes Posts, Padding, Accommodations and Additions ● Full Six Month Fit Guarantee ● Shell Guaranteed for Life ● Graphite/Nylon Add \$20.00 Material Charge
<p>\$79⁹⁵ Billed to Credit Card \$86.95 Billed to Account</p>	<ul style="list-style-type: none"> ● 100% Custom-Made, Vacuum Formed Devices with Hand Sculpted Mold and Arch Fillers ● Includes Posting, Padding, Accommodations and Additions ● Full Six Month Fit Guarantee ● Shell Guaranteed for Life

Compare & Save

		Your Savings Annually						
		Based On Performance Laboratories pricing						
If You Pay Now ►		\$80	\$85	\$90	\$95	\$100	\$105	\$110
YOUR USAGE PAIRS PER MONTH	4	\$338	\$578	\$818	\$1,058	\$1,298	\$1,538	\$1,778
	8	\$677	\$1,157	\$1,637	\$2,117	\$2,597	\$3,077	\$3,558
	12	\$1,015	\$1,735	\$2,455	\$3,175	\$3,895	\$4,615	\$5,335
	16	\$1,354	\$2,314	\$3,274	\$4,234	\$3,194	\$6,154	\$7,114
	20	\$1,692	\$2,892	\$4,092	\$5,292	\$6,492	\$7,692	\$8,892
	24	\$2,030	\$3,470	\$4,910	\$6,350	\$7,790	\$9,230	\$10,670
	28	\$2,169	\$4,049	\$5,729	\$7,409	\$9,089	\$10,769	\$12,449

Use our savings chart to estimate your annual savings compared to your current lab.

*Prices are subject to change without notice

Policies/Procedures

Fit Guarantee

Performance Laboratories stands by and is responsible for the fit of the orthotic shell, posts, top cover and pathology-specific additions. Any device changes not noted on the original prescription are billed at the prevailing rate for repairs. All shells have a lifetime guarantee against breakage. Items returned under the fit guarantee are covered with free inbound postage, but outbound postage rates will apply (see Outbound Postage, below). The lab will try to combine repairs with other outgoing shipments to save on postage. The lab certifies that all devices are fabricated from the patient's individual corrected model. Performance Laboratories unfortunately cannot accept returns for refund.

Turnaround Time

If your prescription is filled out completely and can move through the lab without consult, you can expect turnaround time of approximately ten (10) business days. Should your prescription require contact with your office, turnaround time will be delayed.

Rush Orders

1 Day After Received: \$100.00 Upcharge (Not available on all orders)

3 Days After Received: \$50.00 Upcharge (Not available on all orders)

Payment

Performance Laboratories pricing structure requires streamlined accounts receivable:

Customers with credit card accounts on file are automatically billed for the entire outstanding balance at the close of business each month, in exchange for which they receive a generous per-pair discount.

Customers with "Bill to Account" arrangements must pay invoices within 45 days of invoice date. All accounts carrying balances for over 60 days automatically go on credit hold: Orthotic devices already in production will be completed; any new prescriptions will be on hold and unfilled until the customer's account balance is brought to a current status.

Non credit card accts/Bill to accts

Accounts that do not keep a credit card on file, pay an additional \$7 per pair for increased accounting, processing & financing costs.

Customer Service

Performance Laboratories puts an emphasis on orthotic design, craftsmanship, materials and in-depth tech support. Our customer service department consults on prescriptions, supports the products we manufacture and tracks your orthotic's build progress through the laboratory. With efficiency in mind, customer services resources are limited, so please be aware that incomplete prescriptions and compromised casts will add to turnaround time.

Inbound Postage

Impressions and repairs that are received grouped together are returned to your office grouped together, with one shipping charge. Impressions and repairs received separately are returned to your office separately and cannot be combined. When sending multiple casts, fit as many casts as possible into a single box & use 1 USPS or UPS shipping label. If sending multiple bio-foam boxes, tape them together & use 1 USPS or UPS shipping label. Impressions and/or repairs received through the U.S. Postal Service or UPS are charged an inbound postage fee of approximately \$5.00 for each label used on each parcel received. On-call in office UPS pickups are billed at UPS rate of approximately \$10.00 per pick-up. Pickup charges can be avoided by giving your parcels directly to a UPS driver in route.

Shoes that are sent to the laboratory are billed a flat fee of \$25 to cover inbound and outbound postage. IMPORTANT: Mail only one shoe. Sending a pair of shoes may increase postage costs. Performance is not responsible for shoes that are lost or stolen.

Outbound Postage

UPS ground rates apply to all outbound packages. We do not charge for handling. Shipping charges for the package weight are applied to one invoiced device only; additional devices in the same package are included at no charge.

Upcharges

Substitute Graphite Composite: \$20.00

Substitute FIT Material: \$20.00

Acrylic/Polydor (POC): \$20.00

Leather Works Shell: \$10.00

Substitute PolyGel: \$10.00

Stealth Post: \$25.00

Substitute Leather top cover: \$5.00

Substitute Poron: \$5.00

Add UCBL: \$10.00

Crest Pads: \$10.00

Amputee Filler: \$45.00

Rigid Morton's Extension: \$15.00

Fit to Sandal/Shoe: \$20.00

Extend Shell to sulcus/toes: \$25.00

FF post to sulcus: \$5.00

Heel lifts more than 1/2": \$10.00

Full suede wrap: \$10.00

Copy old appliance (Other Lab): \$20.00

Refurbishment/Repairs

After the guarantee period expires, the following fee schedule is in effect for repairs, replacements, additions and adjustments on a per-pair basis, plus shipping charges:

- Repair 1 component: \$25.00
- Repair 2 components: \$35.00
- Repair 3 or more components: \$50.00

Additional charge may apply for Premium Leather or Poron

Example:

- One component: Re-covering any length device. (\$25.00 per pair)
- Two components: Re-covering any length device with replacement or addition of any accommodation. (\$35.00 per pair)
- Three or more components: Re-covering any length device with replacement or addition of any accommodation, plus repairing or replacing any posting mechanism. (\$50.00 per pair)

OTC

OTC - \$14.99 per pair/\$12.00 per pair for orders over 24 pairs.

GPO - \$68.95 (50 pair per month minimum)