



www.fireflyorthoses.com

SHIELD

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YOUR ORTHOSES

FIREFLY
CUSTOM MADE FOOT ORTHOSES

UK Firefly Orthoses N.I. Ltd,
12 Main Street,
Garrison,
Enniskillen,
BT93 4ER

IRE Firefly Orthoses R.O.I. Ltd,
Markievicz Road,
Sligo,
F91 KXH6

Firefly Orthoses N.I. Ltd.
12 Main Street, Garrison, Enniskillen, BT93 4ER
t. 020 33 55 0997

Firefly Orthoses R.O.I. Ltd.
Markievicz Road, Sligo, F91 KXH6
t. 071 91 49494

YOUR ORTHOSES

Firefly creates custom-made prescription foot orthoses. Unlike generic, pre-moulded shells, our orthoses are tailored specially to your feet. This means our devices not only provide the most effective way to treat painful conditions of the foot, lower extremity and lower back; but prevent further injury through optimising your biomechanics. This insurance policy will protect your custom orthoses for 2 years.

WEARING YOUR ORTHOSES

It is important to remember that it may take a few weeks for you to feel fully comfortable wearing orthoses. Some people are immediately comfortable wearing them; others need more time to adjust.

You may experience mild aches when you first begin to wear orthoses. This discomfort can occur in the feet, ankles, legs, hips or back; though will gradually disappear as you adjust to your orthoses.

To help your body adjust, it is important to follow a gradual break-in period. For the first 3 days, we recommend 1 hour of wear, while standing and walking only. Add an additional hour of wear each subsequent day until you can comfortably wear your orthoses all day.

Do not wear your orthoses in the first week while playing sports, during workouts or other strenuous physical activity. During the second week of wear slowly incorporate them into these activities.

If at any time during the break-in period your orthoses cause great discomfort, stop wearing them immediately and do not wear them the following day. Thereafter resume the break-in period and increase wearing time each day.

Please follow your practitioner's instructions carefully with regards to initial break-in period exercises.

SHIELD INSURANCE

We at Firefly wanted to provide our customers with additional protection for their custom-made orthoses, which is why we created SHIELD.

Firefly custom made foot orthoses can dramatically improve your mobility and well-being. SHIELD helps you get the most value from your custom made foot orthoses.

When availing of our SHIELD insurance, please ensure to take out the policy within 30 days of receiving your orthoses as your SHIELD policy can not be backdated.

TOTAL REFURBISHMENT

Covers and additions wear at varying rates for individual patients. Over time devices may need refurbishment, which involves deconstructing and completely rebuilding your devices to their original specification. SHIELD entitles your custom orthoses to 2 complete refurbishments. Please contact your podiatrist directly for refurbishments.

LOSS, DAMAGE & THEFT

Scans of your casts are stored digitally, allowing quick and accurate replacement. With SHIELD, the replacement surcharge is significantly lower than the cost of a new device/pair. Please contact your podiatrist directly to order replacement orthoses. Shield intitles you to one replacement over the term of the policy.

DISCOUNT PLAN

With SHIELD, patients are entitled to a 25% discount on any new devices from the same casts or scans. Please contact your podiatrist directly to order subsequent orthoses.

Please note, one insurance policy per pair of orthoses.

Two Years - £120 / €136

SHIELD PAYMENT

You have three methods of making payment for SHIELD.

WITH YOUR BANK CARD OVER THE PHONE:

UK: 020 33 55 09 97 RO: 071 91 49 49 4

VIA ELECTRONIC FUNDS TRANSFER

Relevant bank details can be found via the web address or by scanning this code:

www.firefly.ie/eft

After making payment, please email accounts@firefly.ie with the details listed in the form below so we can record your payment against your Firefly foot orthoses.



BY CHEQUE

Cheques in GBP£ Pounds from Great Britain must be made out to **Firefly Orthoses N.I. Ltd.**

Cheques in GBP£ Pounds from Northern Ireland must be made out to **Firefly Orthoses R.O.I. Ltd.**

Cheques in euro must be made out to **Firefly Orthoses R.O.I. Ltd.**

If making payment via cheque, complete the form below and enclose both cheque and form in an envelope addressed to the appropriate address as per reverse of this page.

SHIELD INSURANCE must be paid within 30 days of date of issue.

PATIENT NAME _____

ADDRESS _____

EMAIL _____

PHONE _____

DEVICE ORDER No. _____

DATE DEVICE WAS ISSUED ____ D / M / Y ____

PRACTITIONER _____

PRACTITIONER PHONE _____