

YOUR ORTHOSES

Firefly creates custom-made prescription foot orthoses. Unlike generic, pre-moulded shells, our orthoses are tailored specifically 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.

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.

SHIELD insurance extends the 6 month standard warranty (outlined in catalogue): Adjustments, to original prescription for fit, function, comfort will be made for a full 2 years from the date of issue at Firefly. It also insures against the cost of replacement and refurbishment, ensuring your devices can continue to fulfil their treatment as they should.

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 foot orthoses to 2 complete refurbishments.

LOSS, DAMAGE & THEFT

Scans of your casts are stored digitally, allowing quick and accurate replacement. With SHIELD, the replacement surcharge is significantly cheaper than the cost of a new device/pair.

DISCOUNT PLAN

With SHIELD, patients are entitled to a 25% discount on any new devices from the same casts.

Two Years - £55 / €70

APPLICATION FORM

PATIENT NAME _____

ADDRESS _____

PHONE _____

ORDER NO. (on device) _____

DATE DEVICE ISSUED D / M / Y

PRACTITIONER _____

PRACTITIONER PHONE _____

PAYMENT

☐ Enclosed cheque (made payable to Firefly)

☐ Credit Card

CARD TYPE _____

CARD NO. _____

NAME ON CARD _____

SIGNATURE _____

PLEASE ENCLOSE

- Payment in the form of a cheque or credit card details.
- A signed and completed SHIELD application (within one calendar month of the Firefly dispatch date).



SHIELD

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firefly.ie

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CUSTOM MADE FOOT ORTHOSES

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