

## <u>Design – Manufacture – Dispatch Timelines</u>

We will adhere to the following timelines – all QLD times (AEST).

Foot impressions can be received via iPad scan, .stl file or foam box with the accompanying prescription form.

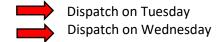
Received before 12.00pm	Designed & sent to mill same day	Dispatched
Monday	Monday	Following Friday
Tuesday	Tuesday	Following Monday
Wednesday	Wednesday	Following Tuesday
Thursday	Thursday	Following Wednesday
Friday	Friday	Following Thursday
Received after 12.00pm	Designed & sent to mill next day	Dispatched
Monday	Tuesday	Following Monday
Tuesday	Wednesday	Following Tuesday
Wednesday	Thursday	Following Tuesday
Thursday	Friday	Following Wednesday
Friday	Monday	Following Thursday

Delivery is with Australia Post eParcel – ETA is normally:

- 1 day for Metropolitan locations
- 2 days for regional areas.

## **Urgent Devices:**

- Devices will be designed and sent to the mill as mentioned above
- Their manufacture-dispatch time will be 1 day
- Example:
  - Received Monday (before 12pm)
  - Received Monday (after 12pm)
- An extra charge of \$25 applies.



For any queries on the status of orthotics in production and/or postage, please contact:

- Eugene Van Haeften Centralfab Supervisor:
  - If before 2.30pm QLD time, call 07 3366 5665
  - o If after 2.30pm QLD time, email <a href="mailto:help@paromed.com.au">help@paromed.com.au</a>

## Please note:

Our aim is to provide you with the best clinic outcome for your patient. With this in mind, we won't make assumptions around features of the prescription form, nor scans with aspects missing.

If there are details missing from the prescription form, we will contact you directly via email.

Any delay caused by these missing details, will cause a delay in the manufacture process.

