





















Design – Manufacture – Dispatch Timelines

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)  Dispatch on Tuesday
 - Received Monday (after 12pm)  Dispatch on Wednesday
- An extra charge of \$25 applies.

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

- **Eugene Van Haefen – Centrifab Supervisor:**
 - If before 2.30pm QLD time, call 07 3366 5665
 - If after 2.30pm QLD time, email help@paromed.com.au

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.