

Shipping | Calculating Turn Around Time (TAT)



Q: When will I get my custom DAFO?

A: Use the formula below, simple as 1-2-3

1 Inbound Shipping time to Cascade Dafo

using your preferred shipping method.



2 Manufacturing time

from the business day your order arrives until the business day it ships out.

Excludes weekends and holidays.

4 business days **standard** orders *or* **3** business days **RUSH** orders (additional cost)

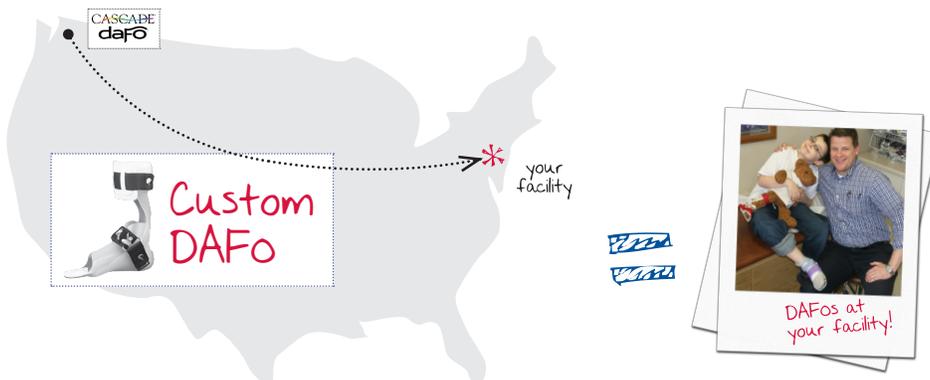


How do I RUSH my order?
Check the box on the order form

| Special Instructions |
|---|
| <input checked="" type="checkbox"/> Rush order (add \$20) |

3 Outbound Shipping time to your facility

using your chosen shipping method.



Notes:

Ship your casts/order form to our facility via any shipping method you prefer (we recommend UPS 2nd Day Air[®]).

Your outbound shipping method for completed DAFOs was established at the time you set up your account, but can be easily changed by calling 800.848.7332.

Inbound and outbound shipping times can be calculated by entering your facility address and our facility address (1360 Sunset Avenue, Ferndale, WA 98248) in the online calculators on the following websites:

www.ups.com
www.fedex.com/us
www.usps.com

If you ship and receive orders frequently, call us to discuss options to maximize value by consolidating your shipments.

For U.S. based practitioner use.

Reminders:

Manufacturing times are listed in business days. Be sure to exclude weekends and holidays when estimating the time it will take to manufacture your order.

Shipping times can be impacted by severe weather and/or other natural disasters.

Manufacturing times for rare or complex bracing projects can be longer than listed above. (Example of brace style that may require more manufacturing time: DAFO Turbo made with both a plastic inner liner and Softy foam liner.)

Fill out order forms completely (and legibly). For detailed information, take our free online course "Ordering Custom DAFOs" available on our website.

Be green. Reuse Cascade Dafo boxes to ship us your new orders. Remember to pack casts carefully—use an appropriately-sized box and fill any empty spaces with packing material.

Need by Date:

Do you need your DAFO by a specific date?

Write your need by date in the **Special Instructions** section of your order form. As a guideline, we will need to receive your **standard order a minimum of 6 business days prior to your need by date**—that's calculating 4 business days for manufacturing time, and assuming that your chosen outbound shipping method is UPS 2-day.

If you indicate a need by date sooner than this timeframe and/or you've chosen a slower return shipping method, we will contact you to suggest changing your order to "RUSH" (reducing the manufacturing time to 3 business days, for a \$25 charge) and/or upgrading to an expedited outbound shipping method.

Tip!

Want to save time on inbound shipping?

Ask us about **Digital Scanning**.

Contact us:

Need assistance estimating when you'll get your DAFO or want to track an order?

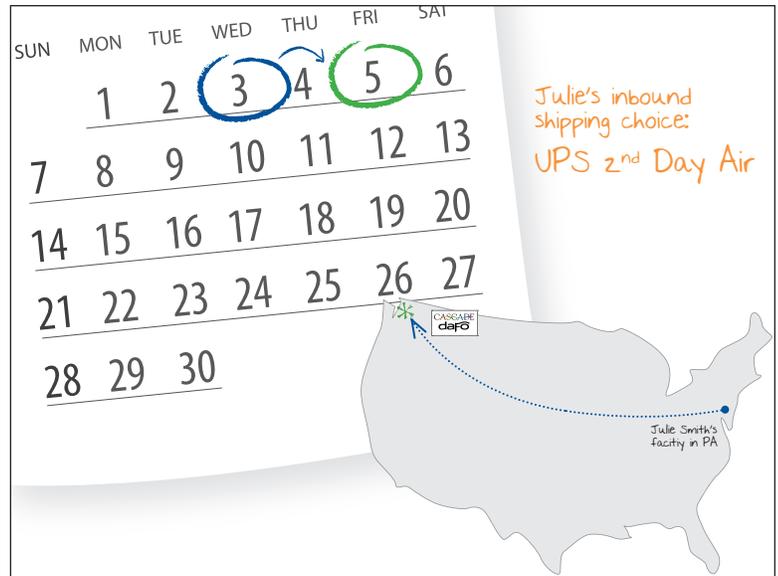
Call us—we are happy to help. **800.848.7332**

Standard Order Scenario*

1 Cast for DAFOs and Ship

Julie Smith, CO, in Philadelphia, PA casts Landon, age 9, for a pair of DAFO 8 resting orthoses, on **Wednesday, the 3rd**.

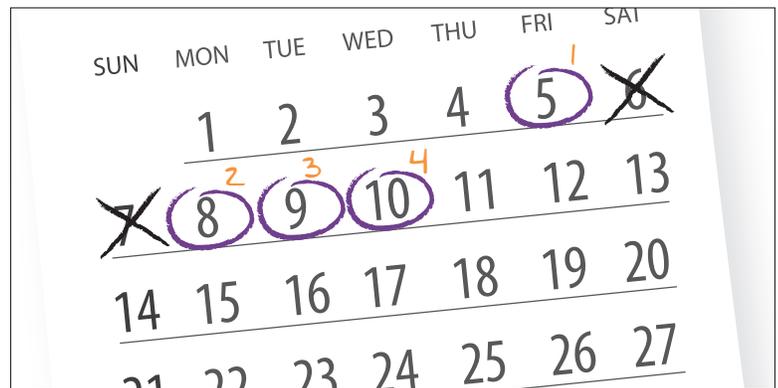
Later that day, Julie ships the casts and her order form to us using her preferred shipping method: **UPS 2nd Day Air**.



2 DAFOs are manufactured and Shipped

Her order arrives to us two days later on **Friday, the 5th**.

The day it arrives, we start fabricating Julie's order. It is done and ready to ship **four business days** later, on **Wednesday, the 10th**.



3 Completed DAFOs arrive!

We ship the finished pair of DAFO 8s back to Julie, using the shipping method she chose when she set up her account with Cascade Dafo: **UPS 2nd Day Air**.

Julie's order arrives at her facility on **Friday, the 12th**, 1-1/2 weeks after the casting date.

Landon is fit to his new DAFOs at the next available appointment.



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