



# Key Information for Customers

*Our goal for every customer is to provide a timely and efficient support experience. Please see the following pages in order to ensure we meet your expectations.*

Outlined on the following pages are:

- Contact information for customer support
- Key contact information
- Product warranty highlights
- Billing and payments



# Customer Support information

- For general support, clinical/order configuration or technical support assistance
  - Please email [support@go4-d.com](mailto:support@go4-d.com). Responses same day or next business day
  - Or call 1-888-353-4643(GO4D) 9am-5:00pm Eastern Time
- For billing or payment support assistance
  - Please email [billing@go4-d.com](mailto:billing@go4-d.com). Responses same day or next business day
  - Or call 1-888-353-4643(GO4D) 9am-5:00pm Eastern Time
- You may also browse our customer support page for additional useful information:
  - <https://support.go4-d.com/>
- If you have an important matter outside of our normal office hours, please call or text 1-647-391-9380
- Key contacts on next page



# Key Contact information

- Paul Linton, CEO

- Office: 1-888-353-4643 x101
- Call/Text: 1-647-323-4478
- [paul@go4-d.com](mailto:paul@go4-d.com)

- Chris Patten, COO

- 1-888-353-4643 x103
- Call/Text: 1-647-391-9380
- [chris@go4-d.com](mailto:chris@go4-d.com)

- Bernice Padua, Customer Success

- 1-888-353-4643 x 106
- [bernice@go4-d.com](mailto:bernice@go4-d.com)
- Clinical/Service/Support

- Robert Lee, Business Operations

- 1-888-353-4643 x104
- [robert@go4-d.com](mailto:robert@go4-d.com)
- Billing/Logistics



# Orthotic Warranty Highlights

## Warranty

- Orthotic Shell                      2-years
- Orthotic topcovers                6-months
- To request a repair or adjustment, please complete this [RMA Request Form](#).

## 90-day patient satisfaction guarantee

- If the orthotics are not meeting the needs of a patient, we will work with you (the healthcare professional) to ensure a solution is found.
- This includes adjustments and/or remaking if required, with no lab fees to your account.



# Billing & Payment information

## Billing

- Orders are invoiced as they ship throughout the month.
- Invoices and statements are emailed to the email address listed on your account.
- Our terms are end of next month (EONM). This means orders shipped/invoiced in each month are due by end of the following month. Customers are asked to pay per monthly statement, and not per invoice.

## Payments

- We accept Visa, Mastercard and Amex. Please complete an [authorization form](#).
- We accept ACH or INTERACT, please let [billing@go4-d.com](mailto:billing@go4-d.com) know that you wish to pay with this method.
- We accept checks, please remit to:
  - Go 4-D Inc.  
16-500 Alden Road  
Markham, ON L3R 5H5