

Shipping Policy

At Outcome-Based Technologies, LLC, we are committed to providing reliable and timely shipping for our products, including custom-fabricated orthopedic devices and accessories. Because many of our products are patient-specific, shipping timelines may vary depending on the type of item ordered.

Order Processing Times

Custom-fabricated products, including the Levion™ Cervical Collar and custom replacement pad sets, are manufactured specifically for the individual patient after receipt of all required information, scans, measurements or serial numbers.

- Production timelines vary based on the product and clinical requirements.
- Estimated fabrication and shipment timelines may be communicated separately by your provider or our team.
- Delays may occur if required information, scans, approvals, or fields are incomplete.

Typical custom fabrication timelines are listed below; however, actual production times may vary depending on current order volume and production capacity.

- Levion™ Cervical Collars (Custom Fabricated): 5-10 business days before item is shipped.
- Levion™ Pad Set, BamDex (Custom Fabricated): 1-3 business days before item is shipped.

Shipping Methods

We currently ship using major carriers including:

- UPS (our preferred carrier)
- FedEx
- USPS

Shipping options may include:

- Standard Ground
- Expedited Shipping
- Overnight Shipping (when available)

Expedited services are available at an additional cost.

Shipping Rates

Shipping charges are calculated at checkout based on:

- Package size and weight
- Destination
- Shipping speed selected
- Insurance requirements

Additional charges may apply for:

- Expedited delivery
- International shipments
- Signature confirmation
- Special handling requirements

Delivery Estimates

Estimated delivery times are provided by the carrier and are not guaranteed.

Outcome-Based Technologies, LLC is not responsible for delays caused by:

- Carrier disruptions
- Weather
- Natural disasters
- Incorrect shipping addresses
- Customs processing
- Lost or stolen packages after confirmed delivery

Tracking Information

Once your order ships, tracking information will be sent to the email address provided during checkout.

Please allow up to 24 hours for tracking updates to appear in the carrier's system.

Incorrect Addresses

Customers are responsible for providing accurate shipping information.

If an order is returned due to:

- Incorrect address
- Refused delivery
- Failure to receive package

Additional shipping charges may apply before reshipment.

Damaged Packages

If your package arrives damaged:

1. Retain all packaging materials.
2. Take photos of the package and contents.
3. Contact us within 48 hours of delivery.

Failure to report shipping damage promptly may limit our ability to file a carrier claim.

International Shipping

International shipping may be available on select products.

Customers are responsible for:

- Customs duties

- Taxes
- Import fees
- Regulatory compliance within their country

International delivery timelines may vary significantly.

Single-Patient-Use Products

Many of our products are intended for single-patient use and may not be eligible for return once opened or used. Please review our Return Policy for additional information.

Contact Information

For questions regarding replacement pads or defect claims, please contact:

Outcome-Based Technologies, LLC
7830 E Gelding Dr, Suite 300
Scottsdale, AZ 85260
T. (888) 609-2563
F. (888) 619-5948
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