



IMPORTANT
FIRST TIME CUSTOMER
INFORMATION

Thank you for allowing Forward Arch ® the opportunity to help you with your orthotic needs.

The information that follows has been explained to you during your fitting. To reiterate, you may feel the support in your metatarsal arch, right behind the ball of the foot. It will take this muscle structure time to relax and adjust to its neutrality. It can take one or two weeks for full adjustment depending on your foot's condition. Most clients are wearing the orthotic full time by the fifth day. Please allow time for your feet to adjust. It has taken years for your feet to get to their current misalignment, allow time for your feet to adjust to being supported in a neutral position. If at anytime you believe your adjustment isn't going well please call us immediately for assistance.

When the metatarsal arch becomes annoying, (your attention is going to your feet) take both of the orthotics out and let your muscle structure relax. Remember, you can't go to the gym and pump iron all day! The first time wearing your orthotics may vary. You could start out with a half hour or less wearing time. Let your muscle structure relax for 2-3 hours -- then gradually increase wearing time.

Any physical activity should be delayed for two weeks while your feet are adjusting. Your feet are flexible and will adapt over the orthotics.

It is important to note that you need not be concerned if your orthotics are not the same size as your shoe size. The structure of your foot, including toe length are all taken into account along with your arch size to get the right fit. It is imperative that the orthotics rests on a flat insole. Please remove (cut off) any medial rise (the inside part of your foot) or rise or lip on the back of the insole. When purchasing new shoes, place the orthotic in the shoe for a good fit/shoe. The orthotics will work for a 2-3 inch heel.

To accommodate shoes that are open in the back such as sandals or certain types of women's shoes, we have a patented triangle design placed at the heel of the orthotic to help grip inside the heel area of your shoe. You can also use a piece of Velcro on the heel. This will help prevent the orthotic from sliding out the back of your shoes. We opted to make our orthotics a flesh tone color, thus making them less visible in a sandal.

Massaging your tight muscle structure will help with a faster adjustment. Using a small hard ball (golf ball), do the alphabet under each foot from the metatarsal arch (just under the ball of your foot) to the front of the heel.

The relief you are feeling in your feet and/or related symptoms is due to the fact that you are helped being supported in the main arches in your feet, medial, longitudinal and metatarsal. Our orthotics flex to allow the foot to function normally and help you to strengthen your muscle structures and increase circulation. To help correct your feet, you must change the structure of your feet. Our type of orthotics are used by health care providers world wide.