

Dia-Foot FAQs

How Does the Ordering Process Work?

Ordering is easy and can be done by phone (877) 405-3668, by fax (888) 342-3668 or, you can register and order online.

How long does it take to fulfill an order?

Shoes ordered with pre-fabricated inserts are shipped out within 2 business days if your shoes are in stock. All shoes not in stock will be ordered from the manufacturer, adding another 10 business days to your order. Shoes ordered with custom fabricated Inserts will take approximately two weeks to be shipped out.

Can orders be sent to different locations for multi-office practices?

Orders can be sent to different office locations if the offices are under the same Tax ID number.

What is your Shipping and Return Policy?

Dia-Foot shoes and inserts are sent via UPS ground. Our price includes free shipping of exchanges and foam boxes sent to Dia-Foot. (Additional charges applied to 2nd day air, Hawaii and Alaska shipments). To receive full credit for your shoe return, shoes must be returned within 120 days of receipt.

What methods of payment do you accept?

We accept credit cards (Visa, Mastercard, American Express, Discover) and personal checks. Checks can be made out to Dia-Foot and mailed to 3281 Fairlane Farms Road, Suite 4, Wellington, FL 33414.

How does Medicare reimburse for Diabetic Shoes and Inserts?

Medicare allows \$329.18 for 1 pair of diabetic shoes and 3 pairs of pre-fabricated inserts. Medicare allows \$418.34 for 1 pair of diabetic shoes and 3 pairs of custom inserts.

Are your Diabetic Shoes and Inserts PDAC approved?

Yes!

How do I become a Registered DME provider?

[Click Here](#) to visit the Palmetto GBA website where you can complete an application to become a DME Provider for Medicare. Once you have received your DME Provider Number, you can begin dispensing diabetic shoes and diabetic inserts to your patients who need them and be reimbursed by Medicare!

How do I start ordering from Dia-Foot?

Go to www.dia-foot.com to register!

How do I contact Dia-Foot?

For assistance, call Dia-Foot at (877) 405-3668. We are happy to assist you!