

SmartCast® USER AGREEMENT (rev. 10/2020)

To ensure great patient outcomes AND a great experience for users, NWPL and SmartCast users must share a common understanding of each party's responsibilities and expectations. By using the SmartCast app and/or SmartCast Foot Positioning System® you agree to the following terms:

Usage policy

The SmartCast Foot Positioning System is a patented technology to be used exclusively with the SmartCast app for custom orthotic orders sent to NWPL. **The SmartCast Foot Positioning System should NEVER be used for orders submitted to other manufacturers of custom (or customized) orthotics or insoles.**

Following the 60-day refund period, NWPL reserves the right to buy back the SmartCast Foot Positioning System if the purchaser fails to meet the minimum use threshold (fewer than 10 custom orthotic orders in any 90-day period) and/or the SmartCast Foot Positioning System is being used for custom orthotic orders not submitted to NWPL.

Purchase

The SmartCast app is available for use with orders being sent to NWPL at no charge. The patented SmartCast Foot Positioning System is available for purchase for \$325, plus shipping.

Training

To ensure a positive experience and achieve the best results, all users (healthcare professionals, assistants, etc.) are expected to review the provided training materials prior to using the SmartCast app and/or SmartCast Foot Positioning System.

- Training is conducted via resources provided by NWPL at <https://nwpodiatric.com/smartcastnow/>.
- Each SmartCast user is required to submit two sets of practice scans. The scans are reviewed by NWPL and feedback is provided as soon as possible. Approval of practice scans is required before orders will be accepted.
- Additional training and support are available by phone or email during normal business hours.

Foot positioning and scan quality

To capture the best data and achieve the best patient outcomes, the SmartCast Foot Positioning System should always be utilized when scanning patients with the SmartCast app. NWPL accepts scans without use of the SmartCast Foot Positioning System ONLY when the foot is hand-positioned in traditional "midtarsal joint locked + subtalar joint neutral" positioning. Orders submitted where other positioning techniques or apparatuses are used will not be accepted. NWPL reserves the right to request new scans be submitted in any instance where scans fail to meet minimum quality standards.

Security/HIPAA-compliance

- **Each SmartCast app user should access the app with a unique email address and password. New users can be easily added by NWPL as needed.**
- SmartCast users are encouraged to utilize strong passwords for logging into the SmartCast app.
- When using SmartCast all Rx forms should be submitted digitally, in conjunction with the scans/photos, not via fax, email, mail or over the phone.

Wi-Fi

For optimal results, SmartCast should always be connected to a strong, high speed Wi-Fi connection.

- SmartCast is unable to be used with a wired Internet connection.
- SmartCast can be used without Wi-Fi, although orders can't be submitted and some patient data will be unavailable.

To ensure HIPAA compliance, NWPL strongly suggests utilizing a secure and private, password-protected Wi-Fi connection. Connecting to an open/public Wi-Fi network or a network that is not password protected is not recommended.

IT Support

NWPL will provide basic IT support and troubleshooting. Additional IT services will not be provided.

Hardware and software disclaimer

The user/purchaser is responsible for all costs associated with lost, damaged or stolen hardware components.

- The SmartCast Foot Positioning System is guaranteed against defects for two years from the shipment date.
- To ensure consistency and optimal function, replacement components must be purchased from or approved by NWPL.

NWPL isn't responsible for any losses related to errors or malfunctions with the SmartCast app, Apple iOS or Structure Sensor software. This includes lost patient data or scans not submitted to Northwest Podiatric Laboratory prior to errors or malfunctions occurring.

NWPL is not responsible for changes in Apple iPad or Structure Sensor hardware and/or software that necessitate users upgrading or purchasing new or additional hardware/software.

Return policy

The SmartCast Foot Positioning System can be returned within 60 days of the shipment date for a complete refund. Returns received with damaged or missing components will not receive a full refund.