

Super feet Insole FAQs

BASICS

Q. How do I choose the right Superfeet Insole for me?

A. The short answer: Superfeet insoles help you move more comfortably so you can spend more time doing what you love. The longer version: Superfeet insoles provide Comfort, Pain Relief and Performance. You can dramatically improve the fit, function and feel of your footwear by adding a pair of Superfeet insoles. The Superfeet shape can reduce foot fatigue and help resolve common foot and lower leg injuries, like plantar fasciitis/heel pain, shin splints, patellofemoral pain syndrome, Achilles tendonitis, IT band syndrome, etc. Finally, you can enhance certain aspects of performance, like going farther or faster, with Superfeet insoles in your footwear.

Q. What are the benefits of Superfeet Insoles?

A. Some Superfeet insoles may feel different than you expected. This design is intentional — the contours of each insole are positioned to have maximum impact on the way your foot functions as you move. However, your comfort is key — if the insole feels uncomfortable to you, try a different Superfeet style.

Q. What makes Superfeet different?

A. Our shape. We use cutting-edge technology and innovative materials to take elements of our proprietary Superfeet shape and create insoles tailored to specific activities, uses and footwear styles. Some Superfeet insoles may feel different than you expected. This design is intentional — the contours of each insole are positioned to have maximum impact on the way your foot functions as you move. However, your comfort is key — if the insole feels uncomfortable to you, try a different Superfeet style.

Q. How do Superfeet Insoles work?

A. Superfeet insoles work by interacting with your foot in ways the ground or a traditional shoe can't. The human foot is designed to adapt to uneven, natural terrain. Our world has become hard and flat, thanks to man-made surfaces like sidewalks, tile floors and paved roads. For your foot, it's exhausting, and can be painful. Our proprietary Superfeet shape adapts the generic, flat surface in your shoes to the contours of your foot, making it easier for you to move.

Q Who are Superfeet Insoles for?

A. You! Superfeet insoles enhance the fit and feel of a wide variety of footwear, from high heels to hockey skates, hiking boots to high-tops. There's a Superfeet insole that can help you feel great doing the things you love.

CLEANING AND CARE

Q. Help, my insoles squeak! What should I do?

A. Most often this is caused by improper fit in your shoes. First, be sure the insole is trimmed correctly. Remove the Superfeet from your shoe. If you see creases in the foam at the toe or sides of the insole, you may need to do some additional trimming. Slightly trim the edges of the insole. There should be a small gap of 1 to 2 mm (that's about the width of a nickel) between the Superfeet insole and the end of your footwear. If the squeak persists after trimming, try adding some talc or baby powder under the Superfeet insole. Should the squeak be absolutely relentless, give us a call at (800) 634-6618 and we'll help remedy the issue

Q. Should I clean my Superfeet Insoles? How?

A. It's a good idea to clean your Superfeet insoles occasionally. Handwash with mild soap and lukewarm water. Use an old toothbrush with soft bristles if needed. Rinse well, remove excess water with a soft towel and allow to air dry, but not near a heat source. **DO NOT MACHINE WASH OR DRY** — the results aren't pretty.

Q. How long do Superfeet Insoles last?

A. You can count on reliable comfort and support for up to 12 months or 500 miles, whichever comes first.

SIZING AND TRIMMING

Q. Do you have insoles for kids?

A. Our blue and Yellow insoles are available in size J (Kids shoe sizes 11.5 to 13). GREEN, BLUE, and YELLOW insoles are available in size A (Kids shoe sizes 13.5 to 2). The majority of our insoles are available in size B (Kids shoe sizes 2.5 to 4

Q. Which insoles do you make in wide?

A. wide GREEN are designed to accommodate a foot width of Men's 3E to 6E.

Q. Which insoles do you make in size 13 or larger?

A. These insoles are available in Size G, which fits a Men's shoe size 13.5 through 15: GREEN, BLUE, BLACK, COPPER, wide GREEN, YELLOW, RED hot and merino GREY. GREEN, wide GREEN and ORANGE insoles are available in Size H, for Men's shoe size 15.5 through 17.

Q. Can I bake my hockey skates with Superfeet Insoles inside?

A. No. Here's how to bake and fit your Superfeet: 1. Fit Superfeet insoles to your un-baked skates. 2. Take the Superfeet insoles out of your skates. 3. Bake your skates. 4. Put the Superfeet insoles back into your skates **AFTER** they've come out of the oven, but **BEFORE** you put your foot in. 5. After you've put the Superfeet insoles in your skates, follow the

required directions for fitting your specific brand/style of skate (cooling period, etc.) 6. Hit the ice!

Q. Which Superfeet insole size do I choose for my hockey skates?

A. Our CARBON Pro Hockey and YELLOW insoles are specifically designed to fit well in hockey skates. Hockey skates are sized on a different system than footwear — the sizes for hockey skates is generally one size to a size-and-a-half smaller than typical footwear. To get a good fit, start by choosing a Superfeet size based on your footwear size. However, if the difference between your footwear size and your hockey skate size is two sizes or more, consider going down a letter size in Superfeet to better match the size and fit of your skate. Note: in many retail locations, the skate size is listed on the packaging for our hockey-specific insoles. In that case, use the skate size listed as your guide.

Q. Am I supposed to trim Superfeet Insoles?

A. Absolutely. Full-length Superfeet insoles are supposed to be trimmed to fit in your shoes. Our ¾ insoles are not meant to be trimmed. Just drop and go

1. Remove the original insole from your shoes
2. Put the original shoe insole on top of the new insole
3. Line up and trace the insole using a pen
4. Trim your new insole. Be sure the insole is trimmed correctly.
5. Insert the trimmed shoe insole in your shoes

Q. How do I pick a size?

A. Choose the corresponding letter size next to your usual shoe size on this chart Superfeet insoles are in letter sizes that span one and half footwear sizes. All full-length Superfeet insoles should be trimmed to fit your footwear. If you are on the cusp (aka between sizes) and aren't sure which size to choose, keep in mind it's most important that your heel fits well in the heel cup of the insole – it should be “in” the heel cup, not “on” it.

TECHNICAL DETAILS

Q. Are your insoles allergen-free?

A. Here at Superfeet, we try our best to create awesome products that help get people back on their feet so they can enjoy life to its fullest. We recognize that some people have various allergies to different chemicals, materials and adhesives – we strive to manufacture products that do not contain any unnecessary chemicals, materials or adhesives.

We utilize quality materials throughout our manufacturing process and have tested our materials extensively. We test to ensure that all our products meet the requirements contained in the following regulations: CPSC requirements for Lead, heavy elements and Phthalates, the European REACH Chemical restriction standard and also California Prop. 65 hazardous chemical list.

Allergens are a unique field and are based on individual cases. Given the large range of potential allergens and how they affect an individual, we cannot test for every case. We

endeavour to make our insoles as hypo-allergenic as reasonably possible within the confines of our manufacturing process, but since every allergy is different – whether caused by direct contact, proximity or in combination with other products – we cannot guarantee to you that our insoles are 100% hypo-allergenic based on your individual concerns and sensitivity.

Latex is one of the most common questions we are asked about. We manufacture our insoles and packaging with no Natural Rubber Latex (NRL) ingredients. With no FDA approved test for natural rubber latex, we work closely with our supply chain to document that this ingredient is not used in our insole products but ultimately have to rely on our supply chain for this information since we cannot independently test for this. Please note however that some of the shoes we manufacture may or do include NRL ingredients at this time.

If you know that you may have a chemical sensitivity, we recommend that you try one of our Heritage products (GREEN, BLUE, BLACK, BLUEBERRY) as these insoles contain the least amount of materials or potential irritants (however, we are not representing that these Heritage products are allergen free, they are just the products in our Superfeet line that would have the least amount of allergens for most persons). The Heritage products are composed primarily of Polyester fabric top cover, Polyethylene foam, Polypropylene plastic cap and an EVA based adhesive. Our other insoles and footwear, while similar, do have additional materials and adhesives and again, depending on the nature of your sensitivity and individual case, may not be an appropriate choice for you.

Please discuss with your health care provider if you have any further questions or issues, as they are the most qualified to guide you in choosing the best product for you and your individual circumstance.

Q. Why does the arch of the insole feel far back?

A. Some Superfeet insoles may feel different than you expected. This design is intentional — the contours of each insole are positioned to have maximum impact on the way your foot functions as you move. However, your comfort is key — if the insole feels uncomfortable to you, try a different Superfeet style.

Q. What's different about your women-specific insoles?

A. They're made with women's specific dimensions — a slimmer heel cup and a shape created for the proportions of a woman's foot.

Q. What is the “drop” of your insoles?

A. The drop of the insole is approximately the thickness of the stabilizer cap—this thickness varies depending on the insole style. We do not make insoles with a zero drop.

Q. Are your insoles vegan?

A. Yes. All our insoles are vegan, except for the insoles with merino wool top covers. We recycle merino noils — wool fibres too short to be used in fabrics — to create our felted merino wool top covers.