



TERMS & CONDITIONS - PROSTHETIC

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Orders:

N.B. All orders must be paid for, in full, before any fabrication work will commence.

For an order to be accepted and work commence, **OrthoPets Europe** must have received:-

- Viable fiberglass limb impression(s).
- Completed & Signed Order Form.
- Signed Terms & Conditions Form.
- Completed Casting Form.
- Completed Measurement Form.
- Completed Referral Form giving details of the condition(s) for which the device relates.
- Required Media – see website for full details.
- Payment in full.

All OrthoPets Prosthetic devices are classified as custom made, one-off, products, and as such are non-refundable.

No refund will be given for any OrthoPets Prosthetic device that does not fit properly due to an inaccurate cast mold supplied to **OrthoPets Europe**.

If you, your Veterinary professional, Animal Rehab Therapist, or any other allied animal healthcare provider, determined the style and specifics of the device ordered, then **OrthoPets Europe** is not obligated to offer a refund if the device is unsuitable.

OrthoPets Europe will gladly offer refunds on any items that prove to be incompatible with your particular animal's needs, ONLY, in the circumstance that **OrthoPets Europe** made the recommendation for that specific device selection, and then ONLY when we have been given the full clinical details, in writing, for which the device relates. **OrthoPets Europe** will need to see pictures of the device on the animal before any sort of refund is given.

If you have any questions about the application or suitability of any **OrthoPets Europe** device, then please contact us for more details BEFORE your purchase.

If you decide to have an Express Service on your device, all Express Service fees are non-refundable in all cases.

Fit & Adjustments:

OrthoPets Europe will provide one minor adjustment to Prosthetic devices, without charge for time, materials and shipping, during the first two months from initial receipt, providing this is not necessitated by **OrthoPets Europe** being supplied with an inaccurate fiberglass impression. Any adjustments deemed to be major, additional adjustments during this period and ALL adjustments outside of this period will be charged to the client in full, including ALL related shipping charges.

If you are having fit or function problems with any of our products, please contact us as soon as possible. We can often help resolve the issue by phone or email. **OrthoPets Europe** will need to see pictures of the device on the limb before any adjustments will be made.



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Warranty:

OrthoPets Europe warranties against failure of the composite plastic frame and mechanical hinges, due to manufacturing or material defects, for a period of one year from the date of delivery.

OrthoPets Europe does not provide any warranty for "Soft Goods" such as straps, buckles, foam liner, tread, or other materials secured to the frame.

*We will gladly repair or refurbish our devices to the best of our abilities. We cannot guarantee that we can repair or refurbish all devices. It is a good idea to send your device back to **OrthoPets Europe** every 12-24 months for a refurbishment. All repairs and refurbishments are subject to a charge for the work undertaken, and for all related shipping & delivery costs.*

Please note: ANY owner adjustments and/or modifications, unless agreed in advance, in writing by **OrthoPets Europe**, will invalidate any & all warranties.

Shipment & Delivery Charges:

Only shipment & delivery charges associated with the initial supply of a device(s) are included in the overall cost of that device. **OrthoPets Europe** are not responsible for any other shipping and delivery charges, either to or from the client.

OWNER'S NAME & SIGNATURE:

Please complete and sign below, if you have read and accept the **OrthoPets Europe** Terms & Conditions (page 1 & 2).

Name:

Signed:

Date: / /