



## OrthoPets Custom Made Prosthetic Device Customer Contract

### Client Responsibilities

1. The customer is responsible for reviewing posted information on [www.orthopets.com](http://www.orthopets.com) regarding returns, shipping, refunds, privacy policy, and terms and conditions.
2. Customer must receive a referral and diagnosis from their DVM.
3. This contract strictly applies to the device(s) you are receiving at this time, and new contract will be needed for any additional device(s) or products.
4. The customer is responsible for notifying OrthoPets **immediately** for any adjustments needed including but not limited to wear spots, skin break down, device defect, and improper fitting. A device defect is defined as pre-mature breakage of plastic super structure, mechanical joints, plastic loop holders, and rivets. There will be a charge for adjustments or repairs that are a result of rough wear as well as normal wear, Or any additional adjustments that may be prescribed by your veterinarian.
5. OrthoPets will not be responsible for repairs required due to non-compliance of the " Care of the device" instructions.
6. Failure to contact OrthoPets, infrequent, or non-use of a device does not absolve the owner from the responsibility for payment of any adjustment, refurbishment, or remake of a device.

### Fabrication

1. OrthoPets will ship a custom fabricated device within 7-10 business days from date **all of the following have been received:** receipt of mold, full payment, and paperwork (referral form, customer contract, and measurement form). Pictures and video may be required. Time frame is subject to change according to fabrication capacity and ordering of supplies. An OrthoPets Case Manager will contact you if a schedule change is required.
2. OrthoPets will ship a "RUSH ORDER" custom fabricated device within three (3) business days from date **all of the following have been received:** receipt of mold, full payment, and paperwork (referral form, customer contract, and measurement form). Pictures and video may be required. There is an additional \$200.00 fee for the Rush Service Fee.
3. OrthoPets will inform the client and/or veterinarian if they feel the cast mold is insufficient. If the client chooses to proceed using the mold, OrthoPets will require a waiver to be signed by the client. A \$50 modification fee will apply. OrthoPets will not be responsible for additional adjustments beyond the warranty period agreement.
4. OrthoPets devices are prescription based and we will work directly with your veterinarian to determine the type of device to be fabricated for your pet.
5. In some cases, a patient may require an additional prosthesis to be made at a later point in time due to anatomical changes. In the event another device is needed, additional charges will apply.

### Warranty

1. The warranty of a custom device, including rush orders, consists of:
  - A. **Two (2) adjustments within two (2) months from time of receipt for workmanship and materials.** An adjustment is defined as grinding of shell, trimming of foam, adding glide, and heat flares.
  - B. Customer understands after the three-month warranty period in the device(s), there will be a charge for any adjustments and/or refurbishments to any part of the device, or for a re-make of a device.
  - C. Customer understands OrthoPets will be asking for pictures and videos to help assess the fit and function.
  - D. **DO NOT MAIL DEVICE WITHOUT CONTACTING ORTHOPETS TO CONFIRM ALL INFORMATION AND PICTURES ARE SUFFICIENT.**
  - E. The warranty will be voided if anyone other than OrthoPets has performed an adjustment to the device.

### Shipping/Costs/Payment

1. OrthoPets utilizes FedEx shipping only.
2. **Customer is responsible for ALL shipping costs. This includes to and from OrthoPets.**
3. International Shipping: The client is responsible for all shipping charges to and from OrthoPets, as well as any associated interaction, sales tax, and duties. OrthoPets will initially charge \$65 for shipping. The remaining shipping balance will be charged within two (2) weeks of shipment using the credit card on file. The invoice will then be emailed to the client.
4. There will be a charge for adjustments or repairs that are made as a result of abuse or undue rough wear, as well as normal wear for foam liners, pads, straps, tread and any additional adjustments which are prescribed by a veterinarian, animal rehab therapist or other animal healthcare provider.
5. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change.
6. Since the device is custom fabricated, it cannot be returned to OrthoPets. **No refunds will be made.**
7. In the unfortunate event of a patient's death, the customer is responsible for the materials and labor used thus far.
8. In the event the device is lost, the customer is responsible for all replacement costs.

**\*\*This contract supersedes any other written or verbal information obtained prior to signing this document\*\***

Owner's Name (print) \_\_\_\_\_ Date \_\_\_\_\_

Owner's Signature \_\_\_\_\_

**TO BE SIGNED BY THE CLIENT – IF THE VETERINARIAN IS PAYING, ORTHOPETS WILL REQUIRE ONE SIGNED BY THE VET AND THE CLIENT**