

Product & Service Contract



www.OrthoPets.com
886 78th Ave
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9-5 Mon-Fri
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orthopets@yahoo.com

Customer Rights:

1. OrthoPets will ship a custom fabricated device within 5-7 business days from date of receipt of cast-molding & required documents. (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
2. OrthoPets will ship a "RUSH ORDER" custom fabricated device within 3 business days from date of receipt of mold and payment. There is an additional \$200.00 fee for the Rush Service Fee.
3. The device sent to OrthoPets for minor adjustments or modifications will be shipped by OrthoPets within 1-3 business days depending on work required. OrthoPets does not pay for adjustment or refurbishment shipping.

Customer's Responsibilities:

1. This contract strictly applies to the device(s) you are receiving at this time, and a new contract will be needed for any additional device(s) or products.
2. The customer is responsible for reviewing posted information on www.orthopets.com regarding returns, shipping, refunds, privacy policy, and terms and conditions.
3. The customer is responsible to disclose all patient history and clinical diagnosis regarding the area which OrthoPets will be providing assistance.
4. The customer is responsible for notifying OrthoPets immediately for any adjustments needed. (wear spots, skin break down, device defect, and improper fitting) A device defect is defined as pre-mature breakage of: plastic shell or mechanical joints. OrthoPets will not be responsible for wear and tear of soft goods: wear and tear of straps, Velcro, pads, foam, and tread.
5. *Needed adjustments or repairs within the warranty period will be done at no charge.
 - a. The warranty for a custom device, including rush-orders, consists of:
 - i. 2 modifications within 2 months from time of receipt for workmanship and materials.
 - ii. Customer is responsible for the cost of shipping the completed mold to OrthoPets or the device to OrthoPets for any adjustment/modification/repair.
 - iii. I agree that after the two month warranty period has expired, there will be a charge for any adjustments, refurbishments to any part of the device, or for a remake of a device.
6. 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.
7. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change.
8. Failure to contact OrthoPets or 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.
9. Since the device is custom fabricated it cannot be returned to OrthoPets. No refunds will be made. All devices are considered a "ONE" off and cannot be returned or refunded.
10. It is in the customers best interest to communicate with OrthoPets on a timely basis to allow OrthoPets to resolve any concerns as efficiently and quickly as possible.

This information has been reviewed and agreed upon and if I have specific questions relating to this device or service, I will contact OrthoPets directly for assistance.