

OrthoPets Custom Made Orthotic Customer Contract



1. The customer has the right to considerate and respectful services.
2. The customer has the right to an explanation of charges for the device(s).
3. The customers will have the right to politely voice questions or concerns of products or services by calling us at (303) 953-2545 or emailing us at orthopets@yahoo.com. The customer is responsible for reviewing posted information on www.orthopets.com regarding returns, shipping, refunds, privacy policy, and terms and conditions.
4. OrthoPets utilizes Fed Ex shipping envelopes & packages.
5. OrthoPets will ship a custom fabricated device within 5-7 business days from date of receipt of mold, full payment, & paperwork: Referral form, customer contract, & measurement form. Pictures & video may be required. (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
6. OrthoPets will ship a "RUSH ORDER" custom fabricated device within 3 business days from date of receipt of mold, full payment, & paperwork: Referral Form, customer contract, & measurement form. Pictures and video may be required. There is an additional \$200.00 fee for the Rush Service Fee.
7. International shipping: The client is responsible for all shipping charges to and from OrthoPets, and any associated interaction, sales tax, and duties. OrthoPets will initially charge \$40-\$60 for shipping. The remaining shipping balance will be charged within 1-2 weeks of shipment using credit card on file. The invoice will then be emailed to the client.
8. Customer has received a referral and diagnosis from their DVM, within the last two (2) months for this case. All reasonable options have been explained and customer has chosen to use an OrthoPets Orthopedic Device.
9. 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.
10. 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 super structure, mechanical joints, plastic loop holders, and rivets. OrthoPets will not be responsible for soft goods of: wear and tear of straps, Velcro, pads, foam, and tread.
11. *Needed adjustments or repairs within the warranty period will be done at no charge. An adjustment is defined as grinding of shell, trimming of foam, adding glide, heat flare
 - 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 ALL shipping costs. This includes to and from OrthoPets.
 - iii. I agree that after the two month warranty period on the devices there will be a charge for any adjustments, refurbishments to any part of the device, or for a remake on a device.
 - iv. Customer understands that OrthoPets will be asking for pictures and videos to help assess the fit and function. **DO NOT MAIL DEVICE** without contacting OrthoPets to confirm all information/pictures are sufficient.
12. 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.
13. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change
14. 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
15. Since the device is custom fabricated it cannot be returned to OrthoPets. **No refunds will be made.**
16. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
17. In the event that the device is lost, customer is responsible to cover replacement cost of device
18. OrthoPets will inform the client if they feel the cast mold is insufficient. If the client chooses to proceed using the mold OrthoPets will have client sign a waiver and will not be responsible for additional adjustments to the device after the warranty period.
19. OrthoPets devices are prescription based and will work directly with your veterinarian to determine type of device.

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

Owner's Name _____ Date _____

Owner's Signature _____