

OrthoPets Custom Made Prosthetic Customer Contract



Custom Fabricated Orthotic
and Prosthetic Devices

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 & 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.) A "RUSH ORDER" is available for an additional \$200, fabrication will be complete in 3 business days.
6. 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.
7. 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.
8. This contract strictly applies to the device(s) you are receiving at this time.
9. 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.
10. *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, adding or decreasing length. The warranty for a custom device, including rush-orders, consists of:
 - **2 modifications within 3 months from time of receipt for workmanship BOTH Stage 1 and Stage 2. Stage 1= 3 month warranty period; Stage 2= 3 month warranty**
 - Customer is responsible for ALL shipping costs. This includes to and from OrthoPets.
 - Stage 2 Prosthetic must be completed in a 3 month period. . If owner contacts OrthoPets after the 3 month period, there will be a charge for the Stage 2.
 - It is the owner's responsibility to work with OrthoPets within the 3 month period to complete the Stage 1 and Stage 2. Prosthetic.
 - Customer understands that OrthoPets will be asking for pictures and videos to help assess the fit and function. The owner will need to answer a questionnaire regarding Stage 1 before fabrication of the Stage 2. **DO NOT MAIL DEVICE** without contacting OrthoPets to confirm all information/pictures are sufficient.
 - Customer agrees that after the 3 month warranty period on each device, there will be a charge for any adjustments or refurbishments to any part of the device.
 - Customer agrees that if the Stage 1 prosthetic requires a new cast mold to make a new device, the second device will be considered their Stage 2.
 - After the Stage 1 and 2 prosthetics are complete, any future prosthetic devices can be purchased at a discounted price.
11. There will be a charge for adjustments/ repairs that are made as a result of abuse, rough wear, weight loss/gain, physical anatomical change, 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.
12. Failure to contact OrthoPets for 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
13. Since the device is custom fabricated it cannot be returned to OrthoPets. **No refunds will be made.**
14. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
15. In the event that the device is lost, customer is responsible to cover replacement cost of device
16. 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.
17. 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 _____

