

**OrthoPets Custom Made Prosthetic Customer Contract  
Customer's Rights**



1. The customer has the right to considerate and respectful services.
2. The customer has a right to a timely response according to OrthoPets LLC. Policies as stated on our website: [www.orthopets.com](http://www.orthopets.com)
3. The customer has the right to an explanation of charges for the device(s).
4. 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](mailto:orthopets@yahoo.com).
5. OrthoPets utilizes Fed Ex shipping envelopes & packages.
6. OrthoPets will ship a casting kit within 1-2 days from receipt of payment. OrthoPets. All shipping will be paid by customer. Please note, OrthoPets does not cover shipping on casting kits, adjustments, refurbishments, Stage 1 to Stage 2 prosthetics.
7. OrthoPets will ship a custom fabricated device within 5-7 business days from date of receipt of mold and payment. (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
8. 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. I have received a referral and diagnosis from my DVM, within the last two (2) months for this case. All reasonable options have been explained to me and I choose to use an OrthoPets Orthopedic Device.
2. The customer is responsible to disclose all patient history and clinical diagnosis regarding the area which OrthoPets will be providing assistance.
3. OrthoPets will not start a project until full payment has been made for the device.
4. The customer is responsible for notify OrthoPets immediately if the remaining limb has any soft tissue or anatomical change to the stump or the limb.
5. The customer is responsible for notifying OrthoPets immediately for any adjustments needed. (wear spots, skin break down, device defect, and improper fitting) OrthoPets will not be responsible for soft goods of: wear and tear of straps, Velcro, pads, foam, and tread.
6. \*2 adjustments or repairs within the warranty period of 3 months will be done at no charge.
  - a. OrthoPets Prosthetics Program consists of a Stage 1 and a Stage 2 Device.
    - i. 2 modifications within 3 months from time of receipt for workmanship and materials for both Stage 1 and Stage 2.
    - ii. Stage 1= 3 month warranty period                                      Stage 2= 3 month warranty period
    - iii. Stage 2 Prosthetic needs to be completed in a 3 month time frame. If owner contacts OrthoPets after the 3 month period, there will be a charge for any Stage 2 device.
    - iv. It is the customer's responsibility to work with OrthoPets within the 3 month time frame to complete the Stage 1 and Stage 2 Prosthetic.
    - v. Customer is responsible for sending pictures, video, and filling out OrthoPets Stage 1 Questionnaire within the 3 month time frame to move on to the Stage 2 prosthetic device.
    - vi. Customer is responsible for ALL shipping costs with the Stage 1 and Stage 2 prosthetic devices back to OrthoPets.
    - vii. Customer agrees that after the three month warranty period on the devices there will be a charge for any adjustments, refurbishments to any part of the device.
    - viii. After the Stage 1 and Stage 2 Program is complete, any future Prosthetic devices can be ordered for a discounted rate if original mold can be used.
7. 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.
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 your best interest to communicate with OrthoPets on a timely basis to allow OrthoPets to resolve any problems you are experiencing as efficiently and quickly as possible.
11. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
12. In the event that the device is lost, customer is responsible to cover replacement cost of device.

Printed Owner's Name \_\_\_\_\_ Date \_\_\_\_\_

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