

OrthoPets Custom Made Orthotic 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
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.
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. 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.
9. 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. 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.
3. The customer is responsible for reviewing posted information on www.orthopets.com regarding returns, shipping, refunds, privacy policy, and terms and conditions.
4. The customer is responsible to disclose all patient history and clinical diagnosis regarding the area which OrthoPets will be providing assistance.
5. The customer is responsible for payment in full of all his/her accounts with OrthoPets. OrthoPets will not start a project until full payment has been made for the device.
6. 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.
7. *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 3 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 three 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.
8. 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.
9. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change.
10. 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.
11. 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.
12. It is in the clients best interest to communicate with OrthoPets on a timely basis to allow OrthoPets to resolve any concerns as efficiently and quickly as possible.
13. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
14. In the event that the device is lost, customer is responsible to cover replacement cost of device.

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

Printed Owner's Name _____ Date _____
 Owner's Signature _____