

# Orthopedic Arts



State of the Art Artificial Limbs and Braces

## **RETURN POLICY:**

Most prosthetic and orthotic devices are custom-made, or custom fitted. Devices that have been on patients may not be returned, as they may not be used on other patients. Every attempt to satisfy patients' needs will be made. Unused prepackaged soft goods may be exchanged or returned for credit. This return policy is not to contradict with the following Medicare Supplier Standards for Medicare beneficiaries.

## **LIMITED WARRANTY:**

1. We honor all manufacturers' warranties on individual components of the device provided. Terms of such warranty differ, however most manufacturers offer full warranty for the period of at least 12 months.
2. Custom made components, such as prosthetic or orthotic interfaces are covered by our 12 months limited warranty. We guarantee such items to adequately fit patient and be free of mechanical or aesthetic defects. This warranty does not cover damages that occurred a) due to normal wear and tear of certain components, such as prosthetic/orthotic socks, suspension sleeves, nylon or skin coverings, soft cosmetic cover; b) due to abuse of prosthetic/orthotic device. This warranty does not cover prosthetic or orthotic interfaces that become ill-fitting due to physical changes in the patient's limbs, such as muscle atrophy, extreme weight gain or loss.
3. Notwithstanding the above exclusions and time limitations every reasonable attempt to satisfy patients' needs will be made.
4. These warranty provisions are not to contradict with Medicare Supplier Standards for Medicare beneficiaries.