

OrthoPets Custom Made Orthotic Device Customer Contract

Client Responsibilities

1. The customer is responsible for reviewing posted information on www.orthopets.com regarding returns, shipping, refunds, privacy policy, and terms and conditions.
2. Customers must receive a referral and diagnosis from their DVM, within the last two (2) months for this case. All reasonable options have been explained and the customer has chosen to use an OrthoPets Orthopedic Device.
3. 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.
4. The customer is responsible for notifying OrthoPets **immediately** for any adjustments needed including but not limited to wear spots, skin break down, device defect, and improper fitting. A device defect is defined as premature breakage of plastic superstructure, mechanical joints, plastic loop holders, and rivets. OrthoPets will not be responsible for wear and tear of soft goods such as straps, Velcro, pads, foam and tread. OrthoPets will not be responsible for repairs required due to non-compliance of the "Care of Device" instructions.
5. Failure to contact OrthoPets, 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.

Fabrication

1. OrthoPets will ship a custom fabricated device within 3-4 weeks from date **all the following have been received:** receipt of mold, full payment and paperwork (referral form, customer contract, and measurement form). Pictures and video may be required. Time frame is subject to change according to fabrication capacity and ordering of supplies.
2. OrthoPets will inform the client and/or veterinarian if they feel the cast mold is insufficient. If the client chooses to proceed using the mold, OrthoPets will require a waiver to be signed by the client. An additional modification fee of \$50 will apply. OrthoPets will not be responsible for any additional adjustments beyond the warranty period agreement.
3. OrthoPets devices are prescription based and we will work directly with your veterinarian to determine the type of device to be fabricated for your pet.

Warranty

1. The warranty of a custom device, including rush orders, consists of:
 - A. **Two (2) adjustments within two (2) months from time of receipt for workmanship and materials.** An adjustment is defined as grinding of shell, trimming of foam, adding glide, and heat flares.
 - B. Customers are responsible for ALL shipping costs. This includes to and from OrthoPets.
 - C. Customer understands after the two-month warranty period in the device(s), there will be a charge for any adjustments and/or refurbishments to any part of the device, or for a re-make of a device.
 - D. Customers understand OrthoPets will be asking for pictures and videos to help assess the fit and function.
 - E. **DO NOT MAIL DEVICE WITHOUT CONTACTING ORTHOPETS TO CONFIRM ALL INFORMATION AND PICTURES ARE SUFFICIENT.**
 - F. The warranty will be voided if anyone other than OrthoPets has performed an adjustment to the device.

Adjustments

1. Client understands adjustments are a normal and expected part of the custom orthotic device process.
2. Client understands, in some challenging cases, more than two (2) adjustments may be required.
3. Client understands they are financially responsible for all charges beyond the two (2) complimentary adjustments.
4. Client understands they are responsible for all shipping charges related to adjustments.

Shipping/Costs/Payment

1. OrthoPets utilizes UPS shipping only. **DUE TO THIS BEING A PRESCRIPTION DEVICE, IT MUST BE SENT DIRECTLY TO YOUR VETERINARIAN.**
2. **Customer is responsible for ALL shipping costs. This includes to and from OrthoPets.**
3. International Shipping: The client is responsible for all shipping charges to and from OrthoPets, as well as any associated interaction, sales tax, and duties.
4. 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.
5. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change.
6. Since the device is custom fabricated, it cannot be returned to OrthoPets. **No refunds will be made.**
7. Any refunds issued will have the original payment processing fees deducted. These fees are non-refundable and will not be returned to the customer. As a result, the total refund amount may be less than the original purchase price.
8. In the unfortunate event of a patient's death, the customer is responsible for the materials and labor used thus far.
9. In the event the device is lost, the customer is responsible for all replacement costs.

Owner's Name (print) _____ Date _____

Owner's Signature _____

TO BE SIGNED BY CLIENT ONLY – IF VET IS PAYING FOR DEVICE, ORTHOPETS WILL REQUIRE 2 COPIES (ONE WITH VET AND CLIENT SIGNATURE)