PROSTHETICS AND ORTHOTICS

WARRANTY INFORMATION & RETURN POLICY

Orthotic custom products carry a 60 day defective parts and labor warranty. Pre-fabricated orthotic products carry a 30 day defective parts and labor warranty. Prosthetic products carry a 6-month defective parts and labor warranty. R&J Prosthetics and Orthotics will also honor any manufacturer (parts) warranty that applies to any product we provide to the patient. R&J Prosthetics and Orthotics will notify all Medicare beneficiaries of the warranty coverage and we will honor all warranties under applicable law. R&J Prosthetics and Orthotics will repair or replace, free of charge, Medicare-covered equipment that is under warranty. In addition, an owner’s manual with warranty information will be provided to beneficiaries for all durable medical equipment where this manual is available.

R&J Prosthetics & Orthotics, Inc. will accept returns of substandard (less than full quality for a particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted or sold) from beneficiaries as determined by a consensus of beneficiary and practitioner. Orthopedic products cannot be returned for any other reason.

All warranties will be honored. Orthopedic shoes (including inserts) are **NON- Returnable NON- Refundable** once the product has been fit and the product leaves the premises. The only exception to this is a verifiable manufacturer’s defect that the manufacturer agrees to credit R&J Prosthetics and Orthotics Inc.

I have read and understand the warranty coverage and return policy for the products I will be provided.

\*\*All products ordered at patients request without a fitting are also NON-Returnable.\*\*

Thank you,

R&J Prosthetics & Orthotics Inc.