

3DPets Client/Patient Agreement for Pets with Life-Altering Health Conditions

Thank you for trusting 3DPets to support your pet in their mobility journey. Please carefully review and agree to the terms outlined below. These terms address our processes, timelines, and policies specific to clients with dogs who have been given a life-altering diagnosis.

1. Turnaround Time

- Our typical turnaround time for creating a custom device is 5-8 weeks, which is dependent on the queue, after receiving all necessary materials, including the cast or scan of your pet, measurements, alignment photos, and any additional supporting documentation.
- We do not expedite builds, as our process ensures the quality and functionality of each device and cannot be rushed nor do we prioritize one pet's circumstances over others.

2. Adjustment Period

- The adaptation period for a prosthetic device is different for every pet, but typically takes about three months. During this time, gradual and monitored use is recommended to help your pet acclimate. We will work closely with you to make adjustments as needed.

3. Health Status Updates

- It is the client's responsibility to inform 3DPets of any changes in your pet's health status, especially related to a cancer diagnosis or other serious ailment and any treatment plan.
- Changes in your pet's health may impact the viability of the device.

4. Return and Refund Policy

- Our refund policy is as follows: if the cast has been received and scanned we will refund 75% of the total cost, 50% if the device has reached digital modifications, and 25% if it has reached printing/assembly.
- Due to the custom nature of our devices, we do not accept returns or offer refunds once the device has been completed and shipped.

5. Acknowledgment of Risks

- By moving forward with this process, you acknowledge that cancer diagnoses or other serious ailments often come with estimated survival rates/times. While every case is unique, there is no guarantee that the device will be completed if your pet's quality of life diminishes or if they pass before completion.
- We strongly recommend consulting with your veterinarian or oncologist to determine whether a prosthetic device aligns with your pet's treatment plan and overall quality of life goals.

Communication and Consent

By signing this agreement, you confirm that you understand and accept the terms outlined above. You agree to maintain open communication with 3DPets and provide updates regarding your pet's condition as necessary. Additionally, you agree to hold 3DPets and its subsidiaries harmless of any legal proceedings, negative reviews, defamation, and the like.

Client Information

Client Name:

Pet Name:

Date of Agreement:

Signature:

Phone Number:

For any questions or further clarification, please contact us by email at info@3dpetsprosthetics.com.