



Central Fabrication Warranty

At Friddles (FOA) we take pride in the quality of our items. We provide a 90 day warranty from the date of the invoice on the quality and structure of all custom fabricated devices. We do not guarantee fit or patient compliance with any device, as this is part of the overall design and plan of care made by the qualified practitioner.

We warrant the shape of our devices to be within reasonable tolerances of the modified patient model provided or the model we have modified per the ordering practitioner's design instructions. A model modified by our staff will be made available for review and approval prior to fabrication at the ordering practitioner's request.

Additional warranty information

- FOA will pay for return shipping costs from the customer to FOA at UPS Ground service only. Other shipping services are available at customer's expense.
- The original fabricated device must be returned to FOA for evaluation to determine its eligibility under our warranty. Items not returned for evaluation may be rejected for warranty service.
- Warranty service is limited to the **original instructions and requests** made on the **original** work order.
- In the event the practitioner feels there is a problem they should first contact FOA at 800.528.9339 or c-fab@friddles.com to discuss the details.

Product Warranties

We will honor manufacturer warranties of items we stock or distribute. All other items, such as components on a custom fabricated device, and their perspective warranties will go through the company that provided the item.

Shipping

Products ship from Honea Path, SC, via UPS Ground unless otherwise noted on work order.

Damaged Merchandise

Contact us to report any problems. If a package arrives damaged, please report damage to the carrier upon receipt.

Product Returns

Please call us before returning a product. Regular stock items must be in saleable condition and in the packaging it was sold in. Returns must be requested within 10 days of receipt of order. An original or a copy of the invoice or packing slip must accompany all returns. Custom items are subject to our Central Fabrication Warranty.

Changes

Prices and terms are subject to change without notice.

New Accounts

Credit terms are available for approved accounts. For all new credit accounts, we require three trade references-(see



form supplied). Credit must be approved before orders will be shipped on credit terms. Visa, MasterCard and American Express payments are accepted for immediate ordering without a credit account.

Payment Terms

Payment terms are Net Thirty (30) days.

Past Due Accounts

Customers with past due bills over sixty (60) days may be placed on credit hold.