

# ANIMAL ORTHO CARE

## CUSTOM BRACE CUSTOMER AGREEMENT

1. The customer has the right to considerate and respectful services.
2. The customer has the right to an explanation of charges for the device(s).
3. The customers will have the right to politely voice questions or concerns of products or services by calling us at 651-447-2411 or emailing us at [FABRICATION@AOCPET.COM](mailto:FABRICATION@AOCPET.COM)
4. The customer is responsible for reviewing posted information on [www.aocpet.com](http://www.aocpet.com)
5. regarding returns, shipping, refunds, privacy policy, and terms and conditions.
6. Animal Ortho Care utilizes the most efficient shipping services for domestic and international shipments that may include; FedEx, UPS and the US Postal Service (USPS).
7. Animal Ortho Care will ship a custom fabricated device within 7-10 business days from date of receipt of mold, full payment, & paperwork (Order form and Patient Contract/Agreement Form). Pictures & video may be required. (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
8. Animal Ortho Care will ship a "RUSH ORDER" custom fabricated device within 3 business days from date of receipt of mold, full payment, & paperwork (Order Form and Patient Contract/Agreement Form. Pictures and video may be required. There is an additional \$150.00 fee for the Rush Service Fee.
9. International shipping: The client is responsible for all shipping charges to and from Animal Ortho Care, and any associated interaction, sales tax, and duties.
10. Customer has received a referral and diagnosis from their DVM, within the last two (2) months for this case. All reasonable options have been explained and customer has chosen to use an Animal Ortho Care device.
11. 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.
12. The customer is responsible for notifying Animal Ortho Care **immediately** for any adjustments needed. (wear spots, skin break down, device defect, and improper fitting). A device defect is defined as pre-mature breakage of: plastic super structure, mechanical joints, plastic loop holders, and rivets. Animal Ortho Care will not be responsible for soft goods of: wear and tear of straps, Velcro, pads, foam, and tread.
13. \*Needed adjustments or repairs within the warranty period will be done at no charge. An adjustment is defined as grinding of shell, trimming of foam, adding glide, heat flare
  - a. The warranty for a custom device, including rush-orders, consists of:
    - I. A **maximum of 4 modifications** within **2 months** from time of receipt for workmanship and materials.
    - II. Customer is responsible for **ALL shipping costs**. This includes to and from Animal Ortho Care.
    - III. Customer agrees that after the **two-month warranty** period on the devices there will be a charge for any adjustments, refurbishments to any part of the device, or for a remake on a device.
    - IV. Customer understands that Animal Ortho Care will be asking for pictures and videos to help assess the fit and function. **DO NOT MAIL DEVICE** without contacting Animal Ortho Care to confirm all information/pictures are sufficient.
14. 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 of foam liners, pads, straps, tread and any additional adjustments which are prescribed by a Veterinarian/Animal Rehab Therapist/or other animal healthcare provider.
15. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or anatomical change
16. Failure to contact Animal Ortho Care or 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.
17. Since the device is custom fabricated it cannot be returned to Animal Ortho Care. **No refunds will be made.**
18. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
19. In the event that the device is lost, customer is responsible to cover replacement cost of device
20. Animal Ortho Care will inform the client if they feel the mold is insufficient. If the client chooses to proceed using the mold Animal Ortho Care will have client sign a waiver and will not be responsible for additional adjustments to the device after the warranty period.
21. Animal Ortho Care devices are prescription based & will work directly with your veterinarian to determine type of device.

\*\* This contract supersedes any other written or verbal information that may have been exchanged.

