

ANIMAL ORTHO CARE

CUSTOM ORTHOTIC (BRACE) CONTRACT: TERMS & CONDITIONS

1. The customer has the right to considerate and respectful services along with an explanation of charges for the brace(s).
2. The customers will have the right to politely voice questions or concerns of products or services by calling us at 651-440-9321 or emailing us at CARE@AOCPET.COM. The customer is responsible for reviewing posted information on www.aocpet.com regarding returns, shipping, refunds, privacy policy, and terms and conditions.
3. AOC Lab operates on a scheduled queue, reserving production time for each brace. To ensure the order stays on track without preventing delays, the customer will **strive to send their cast back within 30 days of receiving the casting kit**. The customer will reach out to Customer Care team if there are any delays.
4. Animal Ortho Care will begin working on the custom brace once the mold, payment, and paperwork are received.
 - The AOC **Custom Knee Brace** will **take 2-4 business days to fabricate**.
 - These braces will take **3-5 business days to fabricate: ankle, wrist, carpal, elbow, elbow-carpal and knee-hock**.
 - Please note **the following day the cast is received is day 1** as we receive many deliveries at the end of the day. Pictures & videos may be required to assess the proper design of the brace (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
5. Animal Ortho Care will ship an "EXPEDITED FABRICATION ORDER" from date of receipt of cast, full payment, & paperwork (Order Form and Contract/Agreement Form. Pictures and video may be required. There is an additional \$150.00 fee for the Expedited Service Fee. Expedited fabrication for dog knee brace is **2 business days**. Expedited fabrication for the following braces are **3 business days**: carpal, hock, elbow, elbow-carpal, and knee-hock.
6. Animal Ortho Care will provide free ground shipping for the casting kit and the completed brace. The customer is **responsible for covering the shipping cost of the cast** back to the fabrication lab.
7. International shipping: The client is responsible for all shipping charges to and from Animal Ortho Care, and any associated interaction, sales tax, and duties.
8. Customer has received a 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 Brace.
9. This contract strictly applies to the brace(s) you are receiving at this time, and a new contract will be needed for any additional brace(s) or products.
10. The customer is responsible for notifying Animal Ortho Care **immediately** for any adjustments needed. (wear spots, skin break down, brace defect, and improper fitting). A brace 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.
11. *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 brace, including expedited orders, consists of:
 - i. **A maximum 4 modifications within 2 months from time of receipt for workmanship and materials.**
 - ii. Customer is financially responsible for shipping the brace back to Animal Ortho Care if adjustments are needed.
 - iii. Customer agrees that after the two-month warranty period on the braces there will be a charge for any adjustments, refurbishments to any part of the brace, or for a remake on a brace.
 - iv. Customer understands that Animal Ortho Care will be asking for pictures and videos to help assess the fit and function. **DO NOT MAIL BRACE** without contacting Animal Ortho Care to confirm all information/pictures are sufficient.
12. 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.
13. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change.
14. Failure to contact Animal Ortho Care or infrequent or non-use of a brace does not absolve the owner from the responsibility for payment of any adjustment, refurbishment, or remake of a brace.
15. If the **brace has not been built AND 3 months have passed from the order date**, the order is **non-refundable**.
16. The brace is **not refundable once it has been built**. Since the brace is custom fabricated, it cannot be used for another patient. **No refunds will be made**.
17. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
18. Animal Ortho Care will inform the client if they feel the cast mold is insufficient.

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