

ANIMAL ORTHO CARE

CUSTOM PROSTHETIC CONTRACT: TERMS & CONDITIONS

1. The customer has the right to considerate and respectful services.
2. The customer has the right to an explanation of charges for the prosthetic(s).
3. 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.
4. Animal Ortho Care utilizes the most efficient shipping services for domestic and international shipments that may include; FedEx, DHL, UPS, and the US Postal Service (USPS).
5. Animal Ortho Care will ship a custom fabricated prosthetic within **2-4 weeks** once the cast, payment, and paperwork are received. 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 prosthetic (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
6. Animal Ortho Care will provide free ground shipping for the casting kit and the completed prosthetic. 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 Prosthetic.
9. This contract strictly applies to the prosthetic(s) you are receiving at this time, and a new contract will be needed for any additional prosthetic(s) or products.
10. The customer is responsible for notifying Animal Ortho Care **immediately** for any adjustments needed. (wear spots, skin break down, prosthetic defect, and improper fitting). A prosthetic 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 prosthetic, including rush-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 prosthetic back to Animal Ortho Care if adjustments are needed.
 - iii. Customer agrees that after the two-month warranty period on the prosthetics there will be a charge for any adjustments, refurbishments to any part of the prosthetic, or for a remake on a prosthetic.
 - iv. Customer understands that Animal Ortho Care will be asking for pictures and videos to help assess the fit and function. **DO NOT MAIL PROSTHETIC** 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 prosthetic does not absolve the owner from the responsibility for payment of any adjustment, refurbishment, or remake of a prosthetic.
15. Since the prosthetic is custom fabricated it cannot be returned to Animal Ortho Care. **No refunds will be made.**
16. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
17. In the event that the prosthetic is lost, customer is responsible to cover replacement cost of prosthetic
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.