

TERMS & CONDITIONS

DISCLAIMER — *Bracing is not a cure and it will not ultimately heal the ligament.*

RETURN POLICY

Once the product reaches the purchaser, KVP International, Inc. (KVP) reserves the right to refuse offer of full refund. Refunds will only be honored if, during the initial fitting, the product is determined to be a poor fit, and/or the product is affecting the health or healing of the patient, and/or there is a manufacturer's defect. Visual inspection is required.

All charges will be collected immediately. KVP will not offer a refund, exchange, or return on a product unless a veterinarian and a KVP representative conclude that the product is an improper fit or a manufacturer's defect. If after taking possession of the product, the patient develops further harm to the affected limb or injury site, and a veterinarian determines that the product is at fault, a full refund will be issued. KVP does not offer refunds for refusal of your pet to wear the product. Shipping charges will not be refunded. KVP does not refund any rush fees associated with a device for any rush order. If the purchaser simply does not want to use the device for reasons other than improper fit or function, KVP will not offer a refund.

You may be eligible for a partial refund for improper fit granted that a KVP representative has conducted a visual inspection of the product before it can be honored. This may include photos or video, as well as live video conferencing.

WARRANTY

Fitting and sizing support are provided for 30 days at no additional cost. After 30 days, KVP is no longer responsible for any refunds or exchanges needed. Services may be necessary for reasons such as changes in your pet's physical condition, functional capabilities, or wear and fit of the device.

The 30-day warranty becomes VOID if: The device has been independently adjusted or altered, has excessive hair, wear, dirt, and/or has soiling from any liquid source, for example; water or urine. The device, or any of its parts, have been subjected to misuse, negligence or accident, **including damage from biting or chewing.**

Our braces are treated as medical devices and medical management for a dog's medical condition, injury, and/or care must be done at the discretion and under the supervision of a veterinarian. Wearing and usage of the device, needs to be monitored and recommended by a licensed veterinarian. It is the responsibility, as the pet owner, to see a veterinarian if special medical management or further care pertaining to the wearing of this device is necessary. The pet owner assumes responsibility for informing their veterinarian of any change to their pet's overall health that may affect the wearing of this device.