



WARRANTY POLICY

Needed adjustments or repairs within the warranty period will be done at no charge. The warranty period for custom orthoses and prostheses is 3 months for workmanship and materials, unless there is a change in your physiological condition or anatomical alignment. An example of this would be a surgical procedure. After 90 days, you are responsible for any charges for adjustments and adjustments made to your device. There will be a separate charge for adjustments or repairs that are made as a result of changes in your physical condition, functional capabilities, abuse or undue rough wear, as well as normal wear for leatherwork, liners, padding and any additional adjustments, which are prescribed by a physician.

There may be some "pre-fabricated" orthosis and prosthetic devices or components that may carry a manufacturer's warranty. RPOC will honor all manufacture warranties.

Failure to contact the treating practitioner or infrequent or non-use of a device does not absolve the patient from the responsibility for payment. Custom fabricated devices are prescribed by your physician, and cannot be returned for credit on the account. Prescribed "off the shelf" items cannot be returned for hygienic reasons.

This warranty is void if:

- The device had been adjusted, repaired or altered by anyone other than a RPOC staff member.
- The device or any of its parts have been subject to misuse, abuse, negligence or involved in an accident.

It is in your best interest to communicate with your practitioner on a timely basis and to allow us to resolve any problems you are experiencing as efficiently and quickly as possible. It is our goal to provide you with the best care possible, and we will make every attempt to meet your needs. Please contact us if there is a question or concern that your practitioner cannot resolve for you.

Except in certain specific instances, health insurance vendors have no contractual obligation to this company. Although we will exhaust every effort to assist the patient in securing reimbursement for professional services provided, ultimate responsibility for full payment of any outstanding fees remains with the patient. Infrequent or non-use of a prostheses or orthoses does not absolve the patient from responsibility for full payment of prescribed or requested professional services rendered.

If you have any questions regarding this policy, please consult your practitioner or the business manager of Rocco Prosthetic and Orthotic Center.