

NOTICE OF DISCLAIMER

As the designer and manufacturer of products, MD Orthopaedics does not provide medical treatment, advice or information. Information about the risks and benefits of medical treatment, including treatment that involves the use of MD Orthopaedics' product, and available alternatives is provided solely by physicians or other health care providers. If you have questions about your child's treatment, it is very important for you to discuss those questions with the appropriate health care provider.

MD Orthopaedics does not, and cannot, warrant certain results from the use of its products. While MD Orthopaedics cannot guarantee results, it is committed to taking every reasonable step to provide the best possible product and customer service. We value your feedback and the opportunity to serve you!

REPLACEMENT / RETURNS POLICY

Our refund, replacement, and returns policy is consistent in maintaining the best product and highest service level for all of our customers. If the merchandise you received is defective or not as you ordered, please contact our customer service staff for quick resolution.

BROKEN PONSETI AFO

If a component of the Ponseti AFO breaks or becomes damaged through normal wear within six months of purchase, MD Orthopaedics will replace said item. If the AFO has been in use for more than 6 months, MD Orthopaedics requires that new measurements of the feet be taken to ensure that the current size is still appropriate for the child. If the current size is still appropriate, MD Orthopaedics will replace the broken AFO at no cost to the patient. If the child requires a new size, the patient will be invoiced for a new pair of shoes of the appropriate size.

BROKEN PONSETI BAR

If a component of the Ponseti Bar breaks or becomes damaged through normal wear within one year of purchase, MD Orthopaedics will replace said item. If the bar has been in use for more than one year, MD Orthopaedics requires that a new shoulder width measurement be taken to ensure that the current size is still appropriate for the child. If the current size is still appropriate, MD Orthopaedics will replace the broken bar at no cost to the patient. If the child requires a new size, the patient will be invoiced for a new bar of the appropriate size.

BROKEN DOBBS BAR

If a component of the Dobbs Bar breaks or becomes damaged through normal wear within one year of purchase, MD Orthopaedics will replace said item. If the bar has been in use longer than one year, the patient will be invoiced for a new bar. The broken bar must be returned for inspection.

EXCHANGE FOR INCORRECT SIZE

Please notify MD Orthopaedics within 7 days of receipt if the Standard Color Ponseti AFO, Ponseti Bar or Dobbs Bar are the incorrect size or fit. MD Orthopaedics will evaluate the measurements and, if needed, will send a new size under the agreement that the original shoes will be returned upon receipt of the replacements and the shoes will be in original, resalable condition. A return authorization number must be obtained from MD Orthopaedics to return the original items. **No exchanges will be accepted for the Custom Color AFO pair; all sales are final.**

REFUND / RETURN

If you are dissatisfied with the Standard Color Ponseti AFO, Ponseti Bar or Dobbs Bar and request a refund, the guidelines below must be followed in order to receive credit:

1. A return authorization number must be obtained from MD Orthopaedics to return the original items.
2. Product must be in new, resalable, unmarked condition and in original packaging.
3. Merchandise must be returned within 30 days of invoice date.

Refunds will be merchandise value only, shipping charges will not be refunded.

Refunds may take up to 4 weeks upon receipt to process. **No returns will be accepted for the Custom Color AFO pair; all sales are final.**

This policy / warranty is non-transferable. This policy covers normal wear and tear only. Altering the product will void the warranty. Please contact us if you experience problems not outlined in this policy. Atypical matters will be handled on a case-by-case basis. Made in USA. Use only as indicated. Policy updated 2/20/2017.