

## NOTICE OF DISCLAIMER

*As the designer and manufacturer of products, MD Orthopaedics, Inc. 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/RETURN POLICY

If the merchandise you received is defective or not as you ordered, please contact our customer service staff or your Authorized Reseller for quick resolution.

Toll free: 1-877-766-7384 email: info@mdorthopaedics.com

A refund may be requested for unused merchandise purchased within the last 6 months.

If you wish to return product for a refund, the following guidelines apply:

1. A Return Authorization (RA) number must be obtained from MD Orthopaedics. The RA number **must** be written on the outside, or included inside, the package.
2. Product will be returned at the customer's expense.\*
3. Product must be in new, resalable, unmarked condition, and in original packaging.\*\*

Upon receipt of the returned product, refunds may take up to 4 weeks to process.

Refunds will be issued for the purchase price, minus a 15% restocking fee; original shipping charges will not be refunded.

***No returns will be accepted for the Custom Color AFOs; all sales are final.***

*\* In the case of wrong product shipped, we will re-ship the correct product at no additional charge, and may provide a return label to send back the wrong product.*

*\*\*In the case of a sizing issue, in order to receive a return authorization number, we must be notified within 7 days of the original fit date. We understand the product may need to be used by the patient until the correct size can be purchased and received. Therefore, a full refund of the purchase price, minus a 15% restocking charge, will be issued even with mild signs of wear to the product. (Mild wear does not include alterations to the product, including, but not limited to, pen marks and trimming of materials.)*

*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.*