

Be aware that the brace may alter the patient's abilities for some activities, i.e. driving a car. Review the Instructions For Use supplied with the product with patient and provide them with a copy. Point out where discussed in IFU and remind the patient the importance of routine checking of orthosis for any signs of damage.

Product Warranty

Allard USA obligation under this warranty, is limited to the replacement or repair of any defective part or parts of a CSUS product within 30 days of fit. Normal wear and tear during the usage of a product is not considered a defect. It does not cover damage by tools, application of heat, or excessive bending/flexing of brace.

Patient Satisfaction Guarantee

If the wearer is not totally satisfied with the product initially fitted within 10 days, Allard USA will at the provider's discretion, provide a FREE alternative product for the wearer to try, or issue full invoice cost credit.

Return Policy

If you have purchased the CSUS product from Allard USA:

To help us serve you better and assure you receive appropriate credit, please call toll free 888-678-6548 to receive a Return Authorization (RA) number prior to shipping the return.

If you have purchased the CSUS product from a distributor:

Please contact that distributor to obtain a Return Authorization.

If you have purchased the CSUS product from any company other than Allard USA:

Please contact that company to obtain a Return Authorization

Delivery Times

It is our goal to ship all orders received by 4:00pm, same day. If for any reason we are unable to meet that goal, you will be contacted.

Terms

There is no minimum order. There is a \$6.00 handling charge per order.

Payment terms are net 30 days. Overdue invoices are subject to a charge of 1.5% of the unpaid balance or .50% per month, whichever is greater.

Ordering Information

To place an order, please contact Customer Service:

Call toll free

888-678-6548

Fax

800-289-0809

Email

orders@allardusa.com

Address

Allard USA, Inc.

300 Forge Way, Suite 3

Rockaway, NJ 07866-2056

Hours of Operation

Monday through Friday

8:30AM - 6:00 PM EST