
TERMS OF SALE AND POLICIES

HOW TO ORDER

Össur part numbers and item descriptions must be included on all orders.

PRICES AND PAYMENT TERMS

For price and payment terms please refer to our current Price List.

RETURNS, ADJUSTMENTS AND CREDITS

Please inspect all orders immediately upon receipt. In the event of items being ordered or shipped in error, please notify the Customer Service Department for a Return Authorization number (RA#). Össur must be contacted within five (5) business days of the receipt of goods. Prior approval and an RA# must be obtained for credit. The RA# must be printed on the outside of the package and a copy of the original invoice or packing slip must be included. All returns are subject to inspection.

SINGLE PATIENT USE

Össur products and components are designed and tested to ISO 10328. Compatibility and compliance with this standard is achieved only when Össur products and components are used with other recommended Össur or authorized components. If unusual movement or product wear is detected in a structural part of a prosthesis at any time, the patient should be instructed to immediately discontinue use of the device and consult his/her clinical specialist. This product has been designed and tested based on single patient usage. It is a single-use device and should never be used by multiple patients. If any problems occur with the use of this product, immediately contact your Össur representative.

TRIAL PERIOD

Össur provides a trial period with certain products. If the amputee is dissatisfied with any such Össur product for any reason, the prosthetist can return the product to Össur for a full refund. If a product needs to be returned within the Trial Period, the following must occur:

Prior approval and a Return Authorization number (RA#) must be obtained from the Össur Customer Service Department for goods to be returned for credit. No items will be accepted for credit after the Trial Period has ended. (Trial Period begins the date the order is invoiced.).

- Any items that are received by Össur after the Trial Period has ended will be sent back to the customer at their cost and no credit will be issued.
- RA#s are valid for thirty (30) days, starting the day the request was made. After thirty (30) days, the RA# is invalid.
- Any items that are returned in addition to those listed and/or any items that are returned which differ from those listed on the RA# will be treated as an unauthorized return.
- The customer is responsible for the returned package prior to receipt at Össur.
- Returns must be accompanied by a copy of the original invoice or packing slip.
- For Trial Periods, please refer to Warranty Procedure section.
- Össur Knees do not have a trial period. Once the packaging has been opened, the product can not be returned. To trial a mechanical knee, please contact Customer Service. To trial a RHEO KNEE, please contact your local Area Sales Manager.

WARRANTY PROCEDURE

All Össur products are guaranteed to be free of defects in materials and workmanship upon purchase. Any product found to be defective under normal and correct use will be replaced at no charge with the same item. If an item needs to be replaced under warranty, the replacement item will ship as soon as possible and the full retail cost will be invoiced. Upon receipt of the warranty item, a credit will be given under the terms that apply.

BIONIC TECHNOLOGY BY ÖSSUR	LIMITED WARRANTY
PROPRIO FOOT	24 Months*
SYMBIONIC LEG	24 Months*
RHEO KNEE	36 Months*
POWER KNEE	36 Months*
POWER KNEE EUP	36 Months*
POWER KNEE Batteries	12 Months

* Extended warranties on Bionic devices (POWER KNEE batteries excluded) are available for purchase. Maximum total warranty period is 5 years, must be purchased within one year of original purchase date.

LINERS AND SLEEVES **LIMITED WARRANTY**
Iceross liners and Iceflex sleeves can be returned for full credit within 60 days as long as the “sealed” bag has not been opened. Any components that have been removed from this bag will not be accepted for credit and will be returned to the customer at the customer’s expense.

Iceross Seal-In X5 (TF)	6 Months
Iceross Transfemoral Seal-In	6 Months
Iceross Transfemoral Locking	6 Months
Iceross Upper-X Locking	6 Months
Iceross Seal-In X5 (TT)	6 Months
Iceross Seal-In V	6 Months
Iceross Dermo Locking/Cushion/Seal-In	6 Months
Iceross Synergy Locking/Cushion	9 Months
Iceross Comfort Locking/Cushion	6 Months
Iceross Original Locking (with cover)	6 Months
Iceross Original Locking (without cover)	6 Months
Iceross Sport Locking	9 Months
Iceross Activa with Tibiaguard	9 Months
Iceross Post-Op	6 Months
Iceross Junior Locking	6 Months
Distal Cup	12 Months
Iceross Sleeve	3 Months
Iceflex Endurance	3 Months
Iceflex Balance	1 Month

UNITY VACUUM SUSPENSION SYSTEM	LIMITED WARRANTY
Unity Pump Kit	24 Months
Membrane	WARRANTY 12 Months

FEET **LIMITED WARRANTY**
Össur provides each prosthetic foot with a 60-Day Trial Period. If the amputee is dissatisfied with the prosthetic foot for any reason, the prosthetist can return it to Össur for a full refund within 60 days from the invoice date. For a detailed description of how to return products see Terms of Sale and Policies.

Re-Flex Shock with EVO	36 Months
Re-Flex Rotate with EVO	36 Months
Vari-Flex XC Rotate	36 Months
LP Rotate with EVO	36 Months
Vari-Flex Modular	36 Months
Vari-Flex with EVO	36 Months
Vari-Flex XC	36 Months
Talux	36 Months
LP Vari-Flex with EVO	36 Months
Flex-Foot Axia	36 Months
Flex-Foot Assure	36 Months
Balance Foot J	24 Months
Flex-Foot Balance	12 Months
K2 Sensation	12 Months
Elation	12 Months
Flex-Symes	36 Months
Chopart	24 Months
Flex-Run With Nike Sole	12 Months
Flex-Foot Cheetah Xtreme	12 Months
Flex-Foot Cheetah Xtend	12 Months
Flex-Foot Cheetah	12 Months
Flex-Foot Junior	18 Months
Foot Cover	2 Months

MAUCH KNEE	LIMITED WARRANTY
Mauch Knee	36 Months
Mauch Knee Plus	36 Months

TOTAL KNEE	LIMITED WARRANTY
Total Knee 1900	24 Months
Total Knee 2000	24 Months
Total Knee 2100	24 Months
Total Knee Junior	24 Months

BALANCE KNEE	LIMITED WARRANTY
Balance Knee	24 Months

LOCKING KNEE	LIMITED WARRANTY
Balance Knee	12 Months



WARRANTY PROCEDURE

ICELOCK	LIMITED WARRANTY
Icelock 100 Series	12 Months
Icelock 200 Series	12 Months
Icelock 300 Series	12 Months
Icelock 400 Series	12 Months
Icelock 500 Series	6 Months
Icelock 600 Series	12 Months
Icelock 700 Series	12 Months
STANDARD ADAPTERS	LIMITED WARRANTY
Össur Standard Adapters	24 Months
Össur Junior Adapters	24 Months
Fixed Offset Adapters	12 Months
Total Shock 4400 and 4410	12 Months
SOCKET SYSTEMS	LIMITED WARRANTY
Icecast Anatomy	12 Months



RETURNS / COMPLAINTS FORM

To register a return or a complaint please complete this form in full and fax it to Customer Service.

Please Note: if a return is requested and approved by Össur, a return authorization number will be issued. Return authorization numbers are required for any product being returned to Össur.

SECTION 1

Shipment number: SS _____ Invoice number: SI _____

Customer: _____ Account #: _____

Prosthetist: _____ Date: _____

User: _____ Age: _____ Weight (kg): _____ Weight gain: Yes / No _____

Impact level: Extreme / High / Medium / Low Period the product has been in use: _____

Do you require a formal written response to the return/complaint: Yes / No _____

Was the user injured: Yes / No _____ Nature of injury: _____

Product categories: Interface Systems Feet & Shocks Knees Icelock & Components

Product description: _____

Part number: _____

SECTION 2A, FOR PRODUCT RETURNS:

Description of problem: _____

Warranty claim: Yes / No _____

SECTION 2B, FOR COMPLAINTS:

Nature of complaint: Product related / Service related _____

Description of problem: _____
