



PROTEOR

Terms and Conditions

Terms of Sale

PROTEOR USA, LLC invoices are due and payable within 30 days (net 30) of the invoice date. Payment must be made in U.S. dollars and all major credit cards, checks, and ACH payments are accepted. Please call (480) 588-6328 to make credit card or ACH payments. PROTEOR USA, LLC reserves the right to alter product design, specifications, materials and prices without prior notice.

New Accounts

- **Opening an Account** - when a customer places its initial order, an open account is established. A completed credit application is required to be submitted to PROTEOR USA, LLC prior to processing a second order from a customer. The review and approval process typically takes no longer than 24 hours from receipt of the application. Customers can obtain a credit application by telephone at (855) 450-7300, by email at orders@PROTEORUSA.com or on our website at www.rushfoot.com.
- **Placing an Order** – orders can be placed by calling Customer Service at (855) 450-7300, by faxing an order form to (480) 361-4526, by emailing an order form to orders@PROTEORUSA.com, or by submitting an online order on RUSH FOOT's website at www.rushfoot.com. Please call the Customer Service Department to obtain a blank order form for faxing/emailing purposes.

Shipping

Product shipments are shipped F.O.B. (Freight on Board) from PROTEOR USA, LLC, meaning that shipments are the customer's responsibility once they leave PROTEOR USA's facilities. Customers may select a specific shipment method.

Damaged Goods

At the time a shipment from PROTEOR USA, LLC has been accepted by the shipping company, the risk of loss transfers to the customer. If the customer receives damaged goods, the customer should immediately contact the shipping company to submit a claim of damaged goods.

Return Policy

All items being returned to PROTEOR USA, LLC require a Return Authorization number (R.A. #). Please call PROTEOR USA, LLC's Customer Service Department at (855) 450-7300 for authorization. The R.A.# must be requested within the 60 day trial period. The R.A.# expires 21 days from the date of issuance. No returns will be accepted if received with an expired R.A.#. No returns will be accepted after 60 days from the date the shipment is received by the customer. Credit or replacement of goods is subject to inspection or evaluation. A credit will not be issued or replaced for any items that are not in new or saleable condition. The condition determination will be made by PROTEOR USA's sole discretion. Returned merchandise is subject to a 20% restocking fee. Returns will not be accepted without an R.A. #, so please place the provided R.A. # on the shipping package or on the packing slip. The following information will need to be provided when a customer is requesting an R.A. #: Company name, invoice number, reason for return, serial number, description and quantity for items being returned. All items being returned should be shipped to: PROTEOR USA, 1236 West Southern Avenue #101, Tempe, AZ 85282.

Warranty

PROTEOR USA, LLC warrants all of its products and services, to the original purchaser, to be free from defects in workmanship and materials. This warranty applies when the products are used as intended, without modifications that are unapproved. Also, this warranty applies only when Ability Dynamics, LLC instructions and requirements have been followed and when the products have been fitted by or under the direct supervision of certified/licensed or qualified practitioners. Any product found to be defective, when used in a customary and proper manner according to published Instructions for Use, shall at PROTEOR USA, LLC's discretion be repaired at our expense, or replaced at no charge with the same item.

The warranty period for the RUSH Foot HiPro, LoPro, RAMPAGE, ROGUE, H2O HiPro/LoPro/RMAPAGE/ROGUE, EVAQ8 HiPro/LoPro/RAMPAGE/ROGUE and RUSH ROVER is 36 months from the date the shipment is received by the customer. The warranty period for the Chopart is 24 months from the date the shipment is received by the customer. The warranty period for the RUSH Kid is 18 months from the date the shipment is received by the customer. The warranty period for cosmetic foot covers is 6 months from the date the shipment is received by the customer. The H2O feet are intended for water or barefoot activities. Damage due to extreme terrain exposure will void the warranty of the H2O feet.

This limited warranty does not cover labor, freight charges, or damage due to accidents, neglect, misuse or operation beyond capacity, parts damaged by improper installation, substitution of parts not approved by PROTEOR USA, LLC, any alteration or repair by others that, in Ability Dynamics, LLC's judgment, materially or adversely affects the product or part. PROTEOR USA will not warrant products in circumstances in which the claimant did not originally order and purchase a RUSH Foot product directly through PROTEOR USA or one of its approved and contracted distributors, and/or the warranty data provided for the patient does not match the patient data from the original order.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY ABILITY DYNAMICS, LLC. THE SOLE AND EXCLUSIVE LIABILITY OF SUPPLIER HERE UNDER SHALL BE TO REPLACE, REPAIR OR REFUND THE PURCHASE PRICE OF A DEFECTIVE PRODUCT, AS DESCRIBED ABOVE. NO WAIVER, ALTERATION, OR MODIFICATION OF THE FOREGOING WARRANTIES SHALL BE BINDING AGAINST THE SUPPLIER, UNLESS IT IS IN WRITING AND SIGNED BY AN AUTHORIZED EXECUTIVE OFFICER OR SUPPLIER.