

# Ordering, Warranty, & Returns

## Custom Fabrication Schedule

Product Description	Days	Special Conditions
Air Townsend	3	
Air Townsend Specialty	5	special bars mounted externally, add 2 days (fab will communicate with CS)
Below Knee Orthosis	4	
Custom Elbow	4	
Custom Triggerlock	6	
Custom Trigger w/Lateral Ext	8	
EXOGUARD	5	
Full Shell KAFO	10	
Full Shell KAFO Stance Control	10	
Full Shell OA	3	
Full Shell OA Specialty	8	special bars mounted externally, add 2 days (fab will communicate with CS)
Polio	5	
Polio w Lateral Extension	8	
Premier OA	3	Custom Paint add 2 days,
Premier Reliever 1.0	3	Custom Paint add 2 days,
Premier	3	Custom Paint add 2 days,
AFO	5	Custom Paint add 2 days,
Hybrid KAFO	10	
KAFO	7	Custom Paint add 2 days,
KAFO Stance Control	7	Custom Paint add 2 days,
Premier Ankle	5	Custom Paint add 2 days,
Premier OA Specialty	5	Custom Paint add 2 days,
Premier OA w Lateral Ex	6	Custom Paint add 2 days,
Premier with Lateral Extension	6	Custom Paint add 2 days,
Premier Specialty	5	Custom Paint add 2 days,
Premier Polio	5	Custom Paint add 2 days,
Premier Polio w Lateral Extension	7	Custom Paint add 2 days,
Premier Triggerlock	5	Custom Paint add 2 days,
Premier Trigger w/Lateral Ext	7	Custom Paint add 2 days,
Custom SpryStep® Original	10	Extensive mods add 1 day
Custom SpryStep® Plus	10	Extensive mods add 1 day
Custom SpryStep® Flex	10	Extensive mods add 1 day
SpryStep® Vector	12	Extensive mods add 1 day
Dynamic KAFO	10	Extensive mods add 2 days

Any additional thermo plastic addition, i.e., clam shell, SMO, any pretibial/post-tibial shell, add one additional day

## Ordering OTS Products

Fabrication Schedule: Orders for individual braces or small quantities of standard size items that are received and processed prior to 1:00 PM (PST) routinely ship the same day. Larger quantity orders of braces with a non-standard powdercoat or custom paint finish routinely ship the next business day.

Orders: Call 1 (800) 432-3466, fax 1 (800) 798-2722, or email OTS orders to [eorders@thuasneusa.com](mailto:eorders@thuasneusa.com).

### Instructions for Ordering Custom Products

Please submit completed order form and cast or digital leg scan to [escan@thuasneusa.com](mailto:escan@thuasneusa.com). For current order forms and casting instructions visit [ThuasneUSA.com](http://ThuasneUSA.com).

## Warranty Information

Product integrity, durability and fabrication quality are backed by service warranties. Our warranty policies are intended, for a defined period of time, to resolve issues related to material or fabrication defects, and ensure the product fits and functions properly. Warranty coverage is based on normal use and conditions. During and after the defined warranty period, Thuasne USA's objective is to offer services that achieve customer satisfaction.

### Custom Carbon Graphite Knee

Lifetime repair or replacement of a brace that has a shell or hinge failure. Replacement of parts including straps, chafes, hinges, hinge covers and padding that have material defects, breakage or unusual wear within the first six months from the date of purchase. Free remolding or product replacement related to fitting issues that occur within six months of the date of purchase.

### Custom, Customized & Pre-Sized Aluminum Knee Braces

Repair or replacement of a brace that has any failure or compromise to the metal frame or hinges for one year from the date of purchase. Replacement of parts including straps, chafes, hinges, hinge covers and padding that have material defects, breakage or unusual wear within the first six months from the date of purchase. Free remolding or product replacement related to fitting issues within six months of the date of purchase for a custom brace, and 30 days for a customized or pre-sized brace.

### Custom Premier Ankle Brace

Repair or replacement of a brace that has any failure or compromise to the shell, foot plate or hinges for one year from the date of purchase. Replacement of parts including straps, chafes, hinges, hinge plates and padding that have material defects, breakage or unusual wear within the first six months from the date of purchase. Free remolding or product replacement related to initial fitting issues within 30 days of the date of purchase.

## Custom Premier Series KAFO & AFO

Repair or replacement of a brace that has any failure or compromise to the graphite shells, foot plate or hinges for one year from the date of purchase. Replacement of parts including straps, chafes, hinges, hinge plates and padding that have material defects, breakage or unusual wear within the first six months from the date of purchase. Free remolding or product replacement related to initial fitting issues within 30 days of the date of purchase

## OTS & Custom SpryStep® AFOs

Repair or replacement of AFO that has any failure or compromise to the structure of the device for one year from the date of purchase. Replacement of parts including straps, chafes, and interface padding that have material defects, breakage, or unusual wear within the first six months from the date of purchase.

## ROM Series Post-Op Braces & Shoulder Slings

These rehabilitative products are designed for use by one patient for a short duration not to exceed 90 days. Replacement will be provided for material defects, fabrication errors or unnatural wear under normal use for 90 days from the date the product is dispensed.

## Sport Series & TS ROM (Hinged Soft Shell Braces)

Replacement of the product or compromised components will be provided for material defects, fabrication errors or unnatural wear to the hinges, straps or sleeve within the first six months for Sport Series and TSROM braces and within one year for SoftForce braces.

## EZG8 & XLR8

Walking boots are designed for short-term use (no more than 60-90 days) by a single user. Any boot with a material defect or unnatural wear to the boot shell, uprights, foam bootie or straps under normal use and conditions will generally be replaced at no charge for 90 days from the date the product is dispensed.

*(NOTE: Additional charges may apply if the customer requests modifications to the original structure, configuration or joints, or if the customer fails to initially provide a quality cast and/or accurate measurements).*

## Returns, Exchanges & Credits

Any product being returned to Thuasne USA for possible credit must be submitted with a Product Return Form and RMA #. The RMA # and return form can be requested by calling 800.432.3466. The product and completed return form can be shipped at the customer's expense to: Thuasne USA, 4615 Shepard Street, Bakersfield, CA 93313, within 60 days from the date of purchase to be eligible for replacement or credit. After 60 days, the product is not eligible for credit.

Thuasne USA has no direct involvement in patient selection, brace fitting, insurance denials, patient education and/or patient compliance. Based on the circumstances for the return, Thuasne USA will determine if full or partial credit will be granted, and/or if a restocking fee will be charged.

## Fair Business Practices

Customers are responsible for providing Thuasne USA with fair opportunity to resolve a problem by fixing, remaking or replacing a product. If Thuasne USA is not provided this opportunity, or if the product is being returned for reasons that Thuasne USA doesn't control, it is less likely Thuasne USA will issue a credit. Circumstances that reduce or eliminate eligibility for credit include but are not limited to: Patient refused brace or never

returned to pick it up; insurance denial; patient moved; patient died; patient decided to use a different product; patient decided to use a different provider; patient was dissatisfied with the look of the brace; or obvious misuse of the product by the patient.

## Formal Review Of Returned Product & Product Return Form

When a product is returned, it is inspected and the Product Return Form is reviewed. Thuasne USA reserves the right to issue full credit, no credit or charge a portion of the cost of fabricating and shipping a brace. Partial charges are generally based on a percentage of the original invoice.

Non-warranty returns will only be accepted on unopened products sealed in their original packaging within 60 days from date of purchase and may be subject to a 20% restocking fee.

- 1. Custom Brace Returns:** Because custom braces have been made for an individual user, a returned custom brace has no resale value to Thuasne USA. As a result, credits are routinely only issued if the customer can demonstrate that Thuasne USA bears some or all responsibility for the return (i.e. a fabrication or processing error, missed deadline, poor fit, etc.).
- 2. Customized Brace Returns:** Aluminum knee braces made from three measurements generally fall under the same return policies as custom braces. Because "customized" braces are made from different sized components and include custom adjustments, these braces cannot be routinely returned to inventory and therefore have no resale value to Thuasne USA. As a result, there is a \$75 fee to disassemble and discard components. Full credit may only be issued if the customer can demonstrate that Thuasne USA bears some or all of the responsibility for the return (i.e. a fabrication or processing error, missed deadline, poor fit, etc.).
- 3. Pre-Sized Product Returns:** To be eligible for full credit, OTS knee braces must be returned in unused, pristine condition – unless the product return is due to a manufacturing or material defect. For an individual off-the-shelf product, there is routinely no restocking fee if the product can be returned to inventory and resold. Restocking fees apply if a customer is liquidating inventory and attempting to return multiple products at the same time. Restocking fees are routinely based on a percentage of the original purchase price of the product.

## Resolution

- 1. Repair or Replacement:** If a product fails to perform under normal use and conditions, Thuasne USA will repair or replace the brace according to our published warranties. Repair charges apply to products not covered under warranty or if the product is damaged by misuse or neglect.
- 2. Exchanges Of Pre-Sized Products:** Thuasne USA may grant requests for standard size off-the-shelf product exchanges based on a customer's need to replace the brace in a different size or model. The customer is generally responsible for shipping charges, so long as the exchanged brace being returned has not been worn or damaged. Outdated models that cannot be resold are not eligible to be exchanged.
- 3. Credits:** Thuasne USA does not issue refund checks to customers. Any approved credit is posted to the customer's account and can be applied to outstanding invoices or future purchases.