

Warranty, Trial Period, and Return Policy

We Are On Your Team

Thank you for choosing Thrive! Below you will find details on our warranty and return policies. We view any return, warranty claim, or exchange as an opportunity to learn how to improve our products, clinical education, or patient education. A team member will reach out to have a collaborative conversation about how we can improve. Our job is to support you and your patients. Thank you for your trust.

Warranty Periods (from time of fitting)

- Carbon Fiber component: 2-year warranty on material defects from normal wear and tear.
- Soft goods components: 6-month warranty for material or workmanship defects.
- Complete warranty registration online at thriveorthopedics.com/pages/warranty-information

Must Be Fit By Medical Professional

Warranty only applies to products fit by a certified fitter at a licensed healthcare facility and registered for warranty protection within 30 days of dispensing.

Patient Education

Thrive Orthopedics' warranty policy assumes that fitting has been done correctly, adjustments have been carried out according to the professional instructions supplied, and patient instructions have been reviewed with the patient. Patient instructions should be provided to the patient or the caregiver taking the patient home.

Protecting The Patient

Thrive Orthopedics will provide up to two replacement orthoses in the two-year warranty period of equal value for any Thrive AFO at no charge to the provider. If the orthosis needs to be replaced more than twice in a two-year period, it is recommended that the clinician identifies an alternative device more adequate for that patient's unique activity level, biomechanics, and/or clinical conditions. Product return must be made by the original provider. If the user does not have a record of the original provider or the original provider is no longer in business, the user should call Thrive Orthopedics and ask for a Customer Service Specialist, who will help find a nearby facility that can help. Replacement does not include fitting, modification, or other provider-associated costs.

Return Authorization

All products returned must have a Return Merchandise Authorization (RMA) Number.

- The original invoice number is required to obtain an RMA.
- If you purchased the product from a distributor: Contact that company to obtain Return Authorization.
- If you purchased the product from Thrive Orthopedics, email sales@thriveorthopedics.com the following information.
 - Thrive Invoice Number, Original PO number, SKU, Quantity, Reason for Return, Clinic Name, Fit Date
- Thrive will ship the warranty replacement item once the return shipment has been dropped off at Fedex/UPS/etc.
- Once the product has been received and all relevant information has been collected, Thrive will issue a credit memo if applicable.
- If the AFO is being replaced by another Thrive AFO, the patient is encouraged to keep their padding and straps as an extra set for their replacement device (which will come with its padding and straps).
- For additional questions: Please contact Thrive Orthopedics before returning any products.

Trial Period

We are pleased to offer a 45-day trial period for our carbon fiber AFOs. This gives patients the opportunity to have their device modified as needed for optimal fit and function, while also wearing and testing it in daily life outside of the clinic. If, for any reason, the device is not suitable, it may be returned within 45 days of the fit date for an exchange or credit. The device must be registered for warranty for eligibility. Please follow RMA process above for return of an AFO within the Trial Period.

Non-Warranty Returns

If the AFO you ordered is in its original packaging and has not been worn outside the office, modified, and has no visible evidence of use, you can ship it back to us within 45 days of the original purchase, and we will issue a credit memo. For non-warranty returns and/or exchanges, the customer will be responsible for the cost of shipping the returned product. The returned product will be credited to the customer's account when received.

Warranty terms are subject to change. Confirm warranty when calling for Return Authorization.