

Warranty Information

The following Warranty information applies to all Össur Orthopaedic products sold in the Americas.

Product Warranty

Table: Warranty Information for Orthopaedics

Product	Warranty
Custom Knee Braces	Frame & hinges: lifetime of the original patient Soft goods, liners, straps: 6 months
Off-The-Shelf Knee Braces	Frame & hinges: 2 years Soft goods, liners, straps: 6 months
Post-operative Braces	Shells & hinges: 3 months Foams and straps: 30 days
All Other Products	6 months or as otherwise indicated on the product packaging or labeling
Casting and Splinting Products	3 years

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Attention: This sale involves a discount or reduction in price. You may be required to properly disclose and reflect this discount in costs claimed or charges made to federal health care programs in accordance with the provisions of 42 U.S.C. §1320 (a) – 7b (b) (3) (a) and/or 42 C.F.R § 1001.952 (h) (1). Failure to do so could subject you to civil or criminal penalties.

Limited Warranty

Össur warrants to the original purchaser that this product is free from defects in materials and workmanship. This warranty does not apply if this product (1) was not purchased from Össur or its authorized dealer, (2) has been altered in a way, or (3) has not been used in accordance with Össur's Instructions for Use (IFU). This Limited Warranty does not cover damage due to accidents, neglect, misuse, or operation beyond capacity, parts damaged by improper installation, substitution or parts not approved by Össur, or any other alteration or repair by others that, in Össur's judgment, materially or adversely affects the product or part.

The duration of this Limited Warranty varies by product, but is effective from the date of delivery to the purchaser. Össur's sole obligation under this Limited Warranty is to either repair or replace the product at no charge, or to credit purchaser's account for the value of the defective product at Össur's sole discretion.

Use of this product is not a guarantee against injury.

User should consult with his/her health care provider immediately if user experiences any kind of adverse medical reaction following use of this product. User should consult with his/her health care professional with any questions as to how this product applies to user's specific medical condition. If user does not agree to the above conditions, he/she should contact his/her health care professional before using this product.

Össur disclaims and excludes any other express or implied warranties not set forth in this Limited Warranty, including but not limited to warranties of merchantability or fitness for a particular purpose. This Limited Warranty excludes liability for any personal injury, property damage, or special, incidental, or consequential damages arising out of, related, or incident to use the product, even if Össur has been advised of the possibility of such potential loss or damage, unless state law otherwise precludes this exclusion.

For product-specific warranty information, please refer to Össur's product catalogs, available at www.ossur.com, or by regular mail upon request.

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Return Policy

Please inspect all orders immediately upon receipt. In the event items were ordered or shipped in error, you must notify the Customer Service Department for a return authorization number. Össur must be contacted within five (5) business days of the receipt of the goods. Off-the-shelf (i.e., non-custom) products may be returned by the original purchaser for credit or replacement at Össur's sole discretion.

For most Orthopaedics products, they must be returned in their original, unused condition within 90 days. The Unloader One® knee brace has a 30 day money-back guarantee for product trials. For Prosthetics, please refer to Össur's Prosthetic Product Catalog, also located on the Össur website (www.ossur.com/americas) for information about the product-specific timeframe for returns.

In the event that Össur modifies its return policy/timeframe for returns, it will post the new standards on the Össur website. Össur's website is the controlling authority for all return policy/timeframe issues. Össur reserves the right to charge a 20% restocking fee for products returned in new or saleable condition.

No returns will be accepted without prior authorization. Please call [Customer Service](#) to obtain

a Return Authorization number. When returning a product for credit or replacement you must provide both the original invoice number and the reason for return.

Credit or replacement of goods is subject to inspection and evaluation. Össur will not issue a credit or replace any products returned to Össur that are not in new or saleable condition. The determination about whether returned products are new or saleable will be made by Össur at Össur's sole discretion. Altered, discontinued, or custom-made items are not returnable.

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