

Prosthetics Product Policies

Trials and Returns

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 Össur Customer Service.

Trial Period

Össur provides a trial period with certain purchased products. If the user is dissatisfied with any such Össur product for any reason, the purchaser 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 should be accompanied by a copy of the original invoice or packing slip with the RA number clearly written on the box.

Trial & Return Policy by Product

Bionics – Power Knee, Rheo Knee, Rheo Knee XC, Proprio Foot

These products do not have a trial period. Once the packaging has been opened, the products cannot be returned. Trial units are available on request by emailing bionic.service@ossur.com, or by contacting your Össur representative.

Upper Limb – i-Limb, i-Digits, Livingskin

These products do not have a trial period. Once the packaging has been opened, the products cannot be returned. Trial units are available for i-Limb and i-Digits on request by emailing upperlimb@ossur.com, or by contacting your Össur representative.

Mechanical Knees – Total Knees, Mauch Knees, Cheetah Knee, Balance Knees, OP4, OP5, OHP3, Paso, Locking Knee

These products do not have a trial period. Once the packaging has been opened, the products cannot be returned. Trial units are available on request by emailing bionic.service@ossur.com, or by contacting your Össur representative.

Liners & Sleeves – Össur liners and sleeves can be returned for full credit within 60 days of invoice as long as the “sealed” bag has not been opened or when applicable, hygienic seal has not been broken.

Mechanical Feet – Össur provides most prosthetic feet with a 60-Day Trial Period. If the user 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. If there is a possibility a foot might be returned, please leave the pyramid protector in place until you are confident the foot will not be returned.

Pro-Flex Pivot and products that have been modified for fabrication (Cheetah Running Feet, Pro-Flex Modular, Cheetah Xplore and Cheetah Xplore Jr) are excluded from the trial period. These feet are considered final sale and cannot be returned after the packaging has been opened. Trial units for Pro-Flex Pivot are available on request by emailing bionic.service@ossur.com, or by contacting your Össur representative.

Sockets – Connect TF, Direct Socket Material Kits, and Össur Brims can be returned for full credit within 60 days of invoice if unused and in original packaging.

Adapters, Locks, Valves & Accessories – Unused adapters, locks, valves, and accessories can be returned for full credit within 60 days of invoice if unaltered and in original packaging.

Livingskin – If at delivery, the patient is dissatisfied with either the fit, form, or color, please notify Össur within 14 days of delivery. The rejected prosthesis must be returned within 30 days of delivery to qualify for our acceptance guarantee replacement.

Warranty & Service

Please refer to the table below for warranty durations specific to each product. All Össur products are guaranteed to be free of defects in materials and workmanship upon purchase. Any serviceable product found to be defective under normal and correct use will be repaired at an Ossur Service Center. Any non-serviceable product found to be defective under normal and correct use will be replaced at no charge with the same item, and the warranty will continue from the original date of purchase. 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.

Serviceable products include Power Knee, Rheo Knee, Rheo Knee XC, Proprio Foot, i-Limb, i-Digits, Total Knees, Mauch Knees, OP4, OP5, OHP3 and Paso. You may initiate a repair by emailing bionic.service@ossur.com, or by contacting Customer Service. When requesting a repair we require the device serial number and detailed description of failure including videos/photos when available. Loaner units are available on request.

All other prosthetic products are considered non-serviceable and will be replaced under warranty as per above.

Limited Warranty by Product

| Product | Limited Warranty Period |
|--|---|
| Lower Limb Bionics | |
| Power Knee | 3 Years Included, Extend up to 6 years* |
| Proprio Foot | |
| Rheo Knee | |
| Rheo Knee XC | |
| Power Knee Batteries | 1 Year** |
| Upper Limb | |
| i-Digits Access | 2 Years* |
| i-Digits Quantum | |
| i-Limb Access | |
| i-Limb Quantum | |
| i-Limb Ultra | |
| LivingSkin Passive Device | 1 Year |
| Hand Accessories | 1 Year** |
| i-Limb Skin Coverings | 3 Months |
| *Extended warranty may be purchased for Bionic Devices to a maximum of the expected life of the device – 6 years for Lower Limb Bionics and 5 years for Upper Limb Bionics. Extended warranty may be purchased at any time while the device is still under warranty. | |
| **If purchased within a kit, the warranty period for the kit will apply to the accessory | |
| Socket Systems | |
| Connect TF | 2 Years |
| Icecast Anatomy | 1 Year |

| Liners & Sleeves | |
|---------------------------------------|----------|
| Distal Cup | 1 Year |
| Iceross Curvemaster | |
| Iceross Activa with Tibiaguard | 9 Months |
| Iceross Sport Locking | |
| Iceross Synergy Locking/Cushion | |
| 4Seal Classic | 6 Months |
| AKOS | |
| First Liner | |
| Iceross Locking/Cushion | |
| Iceross Comfort Locking/Cushion | |
| Iceross Dermo Locking/Cushion/Seal-In | |
| Iceross Junior Locking | |
| Iceross Original Locking (with cover) | |
| Iceross Post-Op | |
| Iceross Seal-In V | |
| Iceross Seal-In X (TT) | |
| Iceross Seal-In X (TT) Seals | |
| Iceross Seal-In X5 (TT) | |
| Iceross Seal-In X-Classic | |
| Iceross Seal-In X-Grip | |
| Iceross Seal-In X-Volume | |
| Iceross Transfemoral Locking | |
| Iceross Transfemoral Seal-In | |
| Iceross Upper-X Locking | |
| Protect Locking/Cushion | |
| Relax Locking/Cushion | |
| Relax TF | |
| Comfort SCS | |
| Genu Sleeve | |
| Iceform Sleeve | |
| Iceross Sleeve | |
| Night Care Socks | |
| Volume Socks | |
| Össur Rigid Dressing (ORD) | 2 Months |
| Iceflex Balance | 1 Month |

| Unity | |
|---|---------|
| Unity Pump for Pro-Flex Family Feet and Balance Foot S/ Balance Foot S Torsion | 3 Years |
| Other Unity Pumps | 2 Years |
| Other Unity Pump Membranes | 1 Year |
| Mechanical Feet | |
| Balance Foot S | 3 Years |
| Balance Foot S Torsion | |
| Cheetah Xplore | |
| Flex-Foot Assure | |
| Flex-Symes | |
| LP Vari-Flex | |
| Pro-Flex LP | |
| Pro-Flex LP Align | |
| Pro-Flex LP Torsion | |
| Pro-Flex Modular | |
| Pro-Flex Pivot | |
| Pro-Flex ST | |
| Pro-Flex XC | |
| Pro-Flex XC Torsion | |
| Re-Flex Rotate | |
| Re-Flex Shock | |
| Vari-Flex | |
| Balance Foot J | 2 Years |
| Chopart | |
| Cheetah Xceed | 1 Year |
| Cheetah Xcel | |
| Cheetah Xpanse | |
| Cheetah Xtend | |
| Cheetah Xtreme | |
| Flex-Foot Balance | |
| Flex-Foot Balance with DP-Flexion | |
| Flex-Foot Cheetah | |
| Flex-Run with Nike Sole | |
| K2 Sensation | |
| K2 Sensation with DP-Flexion | |

| | |
|----------------------------|-----------|
| Cheetah Junior | 18 Months |
| Cheetah Xplore Junior | |
| Flex-Foot Junior | |
| Flex Run Junior | |
| Vari-Flex Junior | |
| Foam Heel Counter and Sole | 6 Months |
| Foot Covers | |
| Nike Sole | 2 Months |
| Nike Spike Pad | |
| Mechanical Knees | |
| Mauch Knee | 3 Years |
| Mauch Knee Plus | |
| Balance Knee OFM1 | 2 Years |
| Balance Knee OFM2 | |
| OHP3 Knee | |
| OP4 Knee | |
| OP5 Knee | |
| Paso Knee | |
| Total Knee 1900 | |
| Total Knee 2000 | |
| Total Knee 2100 | |
| Total Knee Junior | |
| Cheetah Knee | 18 Months |
| Locking Knee | 1 Year |
| Locks & Valves | |
| Icelock 100 Series | 1 Year |
| Icelock 200 Series | |
| Icelock 300 Series | |
| Icelock 400 Series | |
| Icelock 500 Series | |
| Icelock 600 Series | |
| Icelock 700 Series | |
| Icelock 544 Series | 6 Months |
| Icelock 562 Hybrid Lock | |

| Standard Adapters | |
|-------------------------|---------|
| Torsion Shock Adapter | 3 Years |
| mpro adapter | 2 Years |
| Össur Junior Adapters | |
| Össur Standard Adapters | |
| Fixed Offset Adapters | 1 Year |
| Knee Rotation Adapter | |

For further information on ordering, terms of sale, terms of warranty, and return policy please refer to ossur.com/customerservice.

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