



Warranty Information

Custom Fabrication:

Product integrity, durability and fabrication quality are backed by service warranties. Our warranty policies are intended, for a defined period, to resolve issues related to material or fabrication variances and ensures device function. 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 and patient satisfaction. Thuasne USA's fit warranties are valid when patient shape capture (physical or digital) is complete and Thuasne USA did not need to recreate missing anatomy or make gross assumptions of anatomical shape or alignment. This policy has been implemented to ensure all custom fabrication begins with accurate patient shape capture.

Custom Knee Braces (Composite):

Thuasne USA offers a 5-year warranty of a brace that has a shell or hinge failure (carbon delamination, breakage and/or hinge breakage). Replacement parts including straps, chafes, hinge covers, and padding are covered under warranty for six-months from the date of shipment.

Custom Composite KAFOs & AFOs

Thuasne USA offers a limited 12-month warranty of a brace that has a failure or compromise to the graphite shells, foot plate or hinges (carbon delamination, breakage and/or hinge breakage) from the date of shipment. Replacement of parts including straps, chafes, hinge covers, molded inner boots, pre-tibial shells, and padding are covered under warranty for six-months from the date of shipment.

OTS AFOs (Composite)

Thuasne USA offers a limited 24-month warranty of a brace that has a failure or compromise to the composite shells or foot plate (carbon delamination) from the date product is dispensed and patient weight does not exceed 250lbs (greater than 250lbs requires a Custom AFO). Replacement of parts including straps and padding are covered under warranty for six months from the date product is dispensed.

OTS/Custom KOs (Aluminum)

Thuasne USA offers a limited 12-month warranty of a brace that has a failure or compromise to the aluminum shells or hinges from when the product is dispensed. Replacement of parts including straps, chafes, hinge covers, and padding are covered under warranty for six-months from the date the product is dispensed.

Spine Bracing and Soft Goods

Thuasne USA offers replacement of products or components due to material defects or fabrication errors within six-months from the date product is dispensed.

Initial 30-Day Fit Guarantee

All custom and custom three measurement devices from Thuasne USA come with an initial fit warranty. Within the first 30-days from the date of shipment, Thuasne USA will remake/replace an ill-fitting device, at no charge, to ensure patient compliance and satisfaction. If Thuasne USA had to recreate anatomical shape or make gross alignment adjustments to fabricate the initial device, this policy is null and void, and a full charge remake will be invoiced at the customer's expense. Any requests after this published timeframe (30 days from the date of shipment) will be subject to additional fees at the customer's expense.

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.

Hinged Soft Shell Braces

Replacement of the product or compromised components will be provided for material defects, fabrication errors; unnatural wear to the hinges, straps, or sleeve within the first six-months.

OTS Walker Boots

Walking boots are designed for short-term use (no more than 90 days) by a single user. Any boot with a material defect, 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.

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.

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:** Any aluminum knee braces made from three-measurements in the standard matte black color and in pristine condition, will be determined by Thuasne USA if credit will be granted.
- 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.