

Warranty Policy

The warranty period for custom orthoses and prostheses is three months for workmanship and materials. In addition, we honor all manufacturer's warranties. Although Prosthetic Laboratories cannot be responsible for physiological/anatomical changes in a patient's medical condition, we will also attempt to maintain proper fit during this period. Normal adjustments to enhance fit will be made at the discretion of the practitioner at no charge for a period of up to one year, although prescribed additions of componentry, straps, lifts, etc. will incur a charge. There will be a separate charge for adjustments or repairs that are caused by abuse or rough wear, such as may occur from sports, avocational, or unusual vocational activities. Since orthoses and prostheses are prescribed at the direction of the physician and custom fabricated for the anatomy and medical condition of each individual, they cannot be returned for credit or refund.

Except in certain specific instances, health insurance vendors have no contractual obligation to this company. Although we will exhaust every effort to assist the patient in securing reimbursement for professional services provided, ultimate responsibility for full payment of any outstanding fees remains with the patient. Infrequent or non-use of a prosthesis or orthosis does not absolve the patient from responsibility for full payment of prescribed or requested professional services rendered.

It is in your best interest to communicate with your practitioner on a timely basis and to allow us to resolve any problems you are experiencing as efficiently and quickly as possible. We will make every attempt to meet your needs. Please contact the department director if there is a question or concern that your practitioner cannot resolve for you.

This warranty is void if your device is repaired or tampered with by any person or entity outside of Prosthetic Laboratories.