

# ALLARD AFO Warranty

Allard INT return policy for Allard AFO products assumes that fitting has been done correct, adjustments have been carried out according to Professional Instructions supplied and Patient Instruction has been reviewed with patient. The Patient Instructions should be given to the patient or the caregiver to take home. Our return policy is that we grant warranty for defects in material and workmanship as indicated by specific products.

## All ALLARD AFOs (except Custom)

Allard INT will provide at no charge to the provider, a replacement product of equal value for any Allard AFO.

- Choice of specific product and product size is at the discretion of the provider.
- Replacement is limited to two orthoses for the same wearer that are returned within one year from date of the initial fitting of the Allard AFO.

## All ALLARD Custom AFOs

Allard INT grants warranty for defects in material and workmanship and will provide at no charge to the provider a replacement Allard AFO Custom of equal value, provided the replacement does not require change in position of the strut or change in heel height (unless the change is required due to a fabrication error). There will be an additional charge if the replacement requires a change in properties not specified in the original order; for example changes in A-P and/or M-L stiffness. Replacement is limited to one orthosis for the same wearer that is returned within one year from date of initial fitting. Provider must inspect product and immediately call if AFO does not meet order requirements.

## KiddieGAIT®, KiddeROCKER®

Allard INT will provide at no charge to the provider, a replacement product of equal value for KiddieGAIT®, KiddeROCKER®.

- Choice of specific product and product size is at the discretion of the provider.
- Replacement is limited to one orthosis for the same wearer that is returned within six months from date of the initial fitting of the KiddieGAIT®, KiddeROCKER®.

## IMPORTANT

- To get a replacement you need to contact Allard INT Customer Support and provide us with the S/N, and send back the product together with our Return form.
- This warranty does not cover change in function or damage done by tools, application of heat, or excessive bending/flexing back and forth of the wings.
- Replacement does not include fitting, modification or other provider costs.