



## Warranty Information

It is our goal to provide the best service, and fabricate the highest quality, most effective orthoses available. Orthomerica's TC FLEX™ Orthoses are guaranteed for materials, workmanship, fit and function for ninety days plus 14 days after the orthoses are shipped when they are fabricated from an acceptable impression\* of the patient's limb. If there is a problem with the orthosis, Orthomerica will repair, adjust or replace the orthosis during the warranty period. Inappropriate wear on the orthosis including excessive wear on the plantar surface secondary to use without a shoe (except in therapy) or damage due to heat, cold or impact are not covered in the warranty. If there is a problem with the orthosis, the practitioner should contact customer service immediately, and any concerns of the patient or family should be communicated through the orthotic facility.

\* Quality Cast Criteria is available to Orthomerica customers through the customer service department.

### RETURN PROCESS

If a return is necessary, the practitioner or orthotic facility should contact customer service during normal business hours, and a return authorization number (R.A.) will be provided. This R.A. number should be written on the outside of the box, and the orthosis should be returned to:

Orthomerica Products, Inc.  
R.A. # \_\_\_\_\_  
6333 N. Orange Blossom Trail  
Orlando, FL 32810

Please have the following information available when you call for the R.A.:

- Facility name, Orthomerica account number, and original order number
- Patient's name or ID number
- Type of orthosis

If the orthosis is being refabricated the practitioner should complete the Change Form with the appropriate R.A. number and include it in the box with the returned item. This form should be used for any item requiring replacement, repair, exchange or adjustment. A customer service representative will contact the practitioner about the details of the paperwork upon receipt of the orthosis. No orthosis will be accepted without a return authorization number.

Include the RA on the outside of the box and on all paperwork.

### CREDIT PROCESS

- A new invoice will be issued for the replacement orthosis.
- After the returned item has been assessed, Orthomerica will issue a full credit if the return is a result of an Orthomerica error.
- Return shipping charges must be prepaid.



THE GLOBAL ORTHOTIC SOLUTION<sup>SM</sup>

TEL: 877.737.8444 | FAX: 877.737.8445  
ORTHOMERICA.COM | TCFLEX.COM

© 2005 Orthomerica Products, Inc. All Rights Reserved. SL 00020 Rev A