OrthoPets Custom Made Prosthetic Customer Contract

1. The customer has received a referral and diagnosis from their Vet, within the last two (2) months for this case. All reasonable options have been explained and customer has chosen to use an OrthoPets Orthopedic Device.
2. This contract strictly applies to the device(s) you are receiving at this time, and a new contract will be needed for any additional device(s) or products.
3. OrthoPets devices are prescription based. We will work directly with your pet’s veterinarian or animal physiotherapist to determine the type of device required.
4. The customer understands that these are prescriptive devices and pricing quoted by Orthopets Australia is an estimate only. Payment is accepted by credit card or direct debit. Fabrication of the device will not commence until payment of the initial estimate is received. Extra charges may be incurred ranging from $100-$400 once the impression is received by Orthopets USA and device design is decided upon. We will contact you to confirm balance of payment prior to the device being shipped from the USA.
5. OrthoPets USA will ship a custom fabricated device within 5-7 business days from date of receipt of fibreglass impression, full payment, completed referral form, customer contract, transfer & measurement forms. Pictures & video may be required. (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
6. OrthoPets will ship a “RUSH ORDER” custom fabricated device within 3 business days from date of receipt of fibreglass impression, full payment, completed referral form, customer contract, transfer & measurement forms. Pictures & video may be required. (Time frame is subject to change according to fabrication capacity and ordering of supplies.) There is an additional $300.00 fee per device for the Rush Service.
7. OrthoPets Australia utilises Australia Post shipping. Orthopets USA uses Fedex shipping.
8. The customer has the right to considerate and respectful services.
9. The customer has the right to an explanation of charges for the device(s).
10. The customer has the right to politely voice questions or concerns of products or services by calling us at 03)9553 0896 or emailing us at admin@dogsinmotion.com.au. The customer is responsible for reviewing posted information on www.orthopets.com regarding returns, shipping, refunds, privacy policy, and terms and conditions.
11. The customer is responsible for notifying OrthoPets Australia immediately for any adjustments needed (wear spots, skin break down, device defect, and improper fitting). A device defect is defined as pre-mature breakage of: plastic super structure, mechanical joints, plastic loop holders, and rivets. OrthoPets will not be responsible for soft goods: wear and tear of straps, Velcro, pads, foam, tread.
12. Necessary adjustments or repairs within the warranty period will be done at no charge. An adjustment is defined as grinding of shell, trimming of foam, adding glide, heat flare.
13. The warranty for a custom device, including rush-orders, consists of:
   I. 2 modifications within 3 months from time of receipt for workmanship and materials for both STAGE 1 and STAGE 2. Stage 1= 3 month warranty; Stage 2= 3 month warranty.
   II. Customer is responsible for ALL shipping costs. This includes to and from OrthoPets.
III. Stage 2 prosthetic must be completed within a 3 month period from receiving stage 1. If the owner contacts Orthopets after the 3 month period to proceed to stage 2, there will be an additional charge for stage 2.

IV. It is the owners responsibility to work with Orthopets Australia within the 3 month period to complete the transition from stage 1 to stage 2 prosthetic.

V. The customer understands that Orthopets will be asking for pictures and videos to help assess the fit and function of the device. The owner will need to answer several questions about fit and function prior to proceeding to stage 2.

VI. The customer agrees after the 3 month warranty period on each device there will be an additional charge for any adjustments or refurbishment to any part of the device.

VII. The customer agrees that if the stage 1 requires a second cast impression to make a new device, the second device will be considered stage 2.

VIII. I agree that after the 3 month warranty period on the devices there will be a charge for any adjustments, refurbishments to any part of the device, or for a remake on a device.

IX. Customer must pay a consultation fee for all adjustments

14. The customer understands that OrthoPets will be asking for pictures and videos to help assess the fit and function. DO NOT MAIL DEVICE without contacting OrthoPets to confirm all information/pictures are sufficient, and to discuss the case.

15. There will be a charge for adjustments or repairs that are made as a result of abuse or undue rough wear, as well as normal wear for foam liners, pads, straps, tread and any additional adjustments which are prescribed by a Veterinarian/Animal Rehab Therapist/or other animal healthcare provider.

16. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change

17. Failure to contact OrthoPets or infrequent or non-use of a device does not absolve the owner from the responsibility for payment of any adjustment, refurbishment, or remake of a device

18. Since the device is custom fabricated it cannot be returned to OrthoPets and no refunds will be made.

19. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.

20. In the event that the customer loses the device, customer is responsible to cover replacement cost of device

21. OrthoPets will inform the client if they feel the cast mold is insufficient. If the client chooses to proceed using the mold OrthoPets will have client sign a waiver and will not be responsible for additional adjustments to the device after the warranty period.

** This contract supersedes any other written or verbal information obtained prior to signing this document.

Owner’s
Name____________________________________ Date____________________

Owner’s Signature__________________________________________________