

# ALLARD AFO Warranty

**Effective Date – 4 April 2019**

Allard UK return's policy for Allard AFO products assumes that fitting has been done correctly, adjustments have been carried out according to Professional Instructions supplied and the Patient Instruction has been reviewed with the 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 listed below:

## **All ALLARD AFOs (except Custom)**

- Allard UK 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 patient that is returned within one year from date of the initial fitting of the Allard AFO.

## **All Allard Custom AFO**

Allard UK 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. The product should be inspected on receipt and if the AFO does not meet order requirements the provider should contact Allard UK immediately.

## **KiddieGAIT® and KiddeROCKER®**

- Allard UK will provide at no charge to the provider; a replacement product of equal value for either Allard AFO.
- Choice of specific product and product size is at the discretion of the provider.
- Replacement is limited to one orthosis for the same patient that is returned within six months from date of the initial fitting of the Allard AFO.

## **IMPORTANT**

- To get a replacement you need to contact Allard UK Customer Support and provide us with the Serial Number of the product. The product must be sent back to Allard UK 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.