

WARRANTY – OUR PLEDGE TO YOU

Palmetto O&P pledges to provide its patients with products and devices of the highest quality, free of defects and according to the patient's prescription.

Palmetto O&P will warranty custom orthoses and prostheses for a period of 90 days. Any adjustments during that period not due to physical changes of the patient, abuse or undue rough wear, will be made free of charge. **Custom fabricated devices cannot be returned for credit on your account.**

Prefabricated items cannot be returned for hygienic reasons. In the unlikely event of an off-the-shelf item having a defect, only the manufacturer's warranty applies. We will contact the manufacturer on your behalf during the initial 90-day warranty period after delivery of your product.

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. Failure to contact the treating practitioner or infrequent or non-use of a device during the warranty period does not extend the warranty nor does it absolve the patient from the responsibility for payment.

It is our goal to provide you with the best care possible, and we will make every attempt to meet your need. Please contact us if there are questions or concerns. **We stand by our work.**