



CERTIFIED

ORTHOPEDICS INC.

RETURN GOODS POLICY

Returned goods are subject to a 10% restocking fee unless the following conditions are met:

- Products must be in original packaging, clean and unused.
- Products must be returned within 30 days.
- Return shipping costs are the responsibility of the customer.
- Product must arrive at Certified Orthopedics with an Return Goods Authorization (RGA) number.
- Call 800-466-7015, or email info@certifiedortho.com for an RGA number.

All product returns must be authorized and accompanied by an RGA number. A return request form must be obtained from our Customer Service Department at 800-466-7015, or you can email info@certifiedortho.com and put "Returns" as the subject. An RGA number will be assigned and returned to you.

All Certified Orthopedics custom products have a 90-Day Warranty for any defect or quality issue at no charge. As a company we take pride in quality craftsmanship and customer satisfaction. If there is an issue after the 90-Day Warranty period that is deemed a craftsmanship or quality issue, we will continue to work with you to ensure satisfaction. All pre-sized/prefabricated and component products have a 90-Day Warranty for any defect or quality issue at no charge. If there is an issue after the 90-Day Warranty period that is deemed a craftsmanship or quality issue, we will continue to work with you to ensure satisfaction.

Goods to be returned must be in sellable condition. Sellable condition is defined as product in original shipping condition encased in a plastic seal. The FDA prohibits the reuse of devices prescribed as a single, patient unit. Custom or altered products are not returnable.

All products returned with a claim of a manufacturer's defect by the customer will be sent back to the manufacturer for assessment of the damage. If the product is found defective, Certified Orthopedics will replace the defective item(s) at no extra charge to the customer.

Any products over 30 days from invoice date are non-returnable. All freight for returned packages will be the responsibility of the customer.

Product ships back to:
Certified Orthopedics
1709 Heath Parkway
Fort Collins, CO 80524
Attn: Returns Department