



FREQUENTLY ASKED QUESTIONS

Q: HOW LONG WILL IT TAKE TO MAKE A BRACE OR PROSTHESIS?

A: Once the mold has arrived, fabrication will start immediately and take 5–7 business days to build + shipping. Casting kits will be shipped to the specified address within 24 hours of receiving the completed order form. Rush orders can be requested for an additional charge and depend on current outgoing orders. A “RUSH” order guarantees the device be shipped out within 3 business days for an additional cost of \$150.

Q: ARE THESE DEVICES WATERPROOF?

A: Most devices are made to be waterproof. All foam liners are made from non-porous foam that does NOT trap moisture. It is not recommended to have your pet leave the device on after getting it wet, as this can lead to skin irritation. These devices can be used in underwater treadmills, etc., but should be taken off immediately following treatments to be dried off. Please follow the recommendations of your veterinarian or therapist as to use during treatments, etc.

Q: WHAT ARE THE SHIPPING COSTS?

A: Animal orthocare ships via UPS for all domestic orders. Please specify the shipping requests on the order form. Animal Orthocare will charge UPS prices in addition to the brace fee. Shipping will be charged for sending the casting kit AND the device.

Q: WHAT IS INCLUDED WITH THE COST OF THE BRACE OR PROSTHESIS?

A: The fee for the device includes the casting kit, device itself, and tax. There will not be any additional taxes added to the cost of the brace, except for shipping expenses. Please verify the cost of the brace with an Animal Orthocare representative before placing the order. Fees will be collected immediately upon receipt of the Custom brace order form.

Q: WHAT HAPPENS IF MY PET PASSED AWAY DURING THE FABRICATION PROCESS?

A: Due to the unfortunate event that your pet passes away during the fabrication process, Animal Orthocare will charge for materials and time spent. If the brace has already made, Animal Orthocare will reimburse half the amount of the brace fee.

Q: WHAT IS ANIMAL ORTHOCARE'S WARRANTY POLICY?

A: The device received is warranted to be made to your pet's individual measurements, properly aligned and fit, corresponding to your pet's anatomical condition at the time of measurement. Patient evaluation, consultation, design, fitting and follow-up adjustments are provided for 60 days at no additional cost to you, unless there is a change in your pet's physical condition. After 60 days, you are responsible for any charges for adjustments or modifications made to your pet's device. Such services may be necessary for reasons such as changes in your pet's physical condition, functional capabilities, or wear and tear/damage to your pet's device. Charges of this nature vary depending on material costs and time for services rendered.

60 day warranty becomes VOID if:

- The device has been adjusted, repaired or altered by anyone other than Derrick Campana, CO, unless consent has been given.
- The device or any of its' part have been subjected to misuse, negligence or accident.

I understand it is my responsibility to:

- See my veterinarian if special medical management or further care pertaining to the wearing of this device is necessary.
- Inform either your veterinarian or Derrick Campana, CO should any adjustments to this device be needed.
- Keep all appointments, or contact your veterinarian or Animal Orthocare, LLC prior to the appointment time if rescheduling is necessary.
- Inform your veterinarian or Derrick Campana, CO of any change to your pet's overall health that may affect the wearing of this device.
- Inform your veterinarian or Derrick Campana, CO of all medications or change in medications that you pet is taking.

Q: DOES ANIMAL ORTHOCARE OFFER A REFUND?

A: Our Custom Molded Orthotic and Prosthetic Devices are classified as 1-off Custom Products and, as such, are not refundable. Animal Orthocare will not offer a refund, exchange, or return on a custom made device.

All brace charges will be collected immediately upon receipt of the custom brace order form. Animal Orthocare guarantee's proper fit of the manufactured device. If you are unsatisfied with the fit, please call us and we will adjust the device as needed.

Animal Orthocare ONLY provides refunds for any problems with brace fit or function. We DO NOT offer refunds for refusal of your pet to wear the device. Animal Orthocare has to see a picture of the device on your pet before issuing a refund for improper fit. Animal Orthocare will make every attempt to adjust the device free of charge (minus shipping charges from purchaser) during the warranty period. If we cannot get the brace to fit properly, we will provide a 50% percent refund for the original device cost. Shipping charges will NOT be refunded.

No refund will be granted for any Custom Molded Orthotic or Prosthetic Device that does not fit properly due to an inadequate mold supplied to Animal Orthocare. If an improper mold is sent, Animal Orthocare will contact the purchaser for a new mold to be supplied.

Animal Orthocare does not refund any rush fees associated with a device for any rush order.

If the purchaser simply does not want to use the device for reasons other than improper fit or function, Animal Orthocare does NOT offer a refund.

Animal Orthocare will NOT offer e refund in the case where the wrong type of brace was ordered.

Q: HOW OFTEN DO THESE DEVICES NEED TO BE REFURBISHED AND WHAT ARE THE COSTS?

A: Animal Orthocare will gladly repair or refurbish our devices to the best of our abilities. We cannot guarantee that we can repair or refurbish all devices. It is a good idea to send your device back to OrthoPets every 12-24 months for a refurbishment. The cost for a refurbishment is between \$50.00-\$100.00 + shipping charges.

Q: WHAT HAPPENS IF THE DEVICE DOES NOT FIT PROPERLY?

A: Animal Orthocare has to see a picture of the device on your pet before issuing a refund for improper fit. Animal Orthocare will make every attempt to adjust the device free of charge (minus shipping charges from purchaser) during the warranty period. If we cannot get the brace to fit properly, we will provide a 50% percent refund for the original device cost. Shipping charges will NOT be refunded.

Q: How long will the device last?

A: The external frame of each device (including the plastic and componentry such as joints) are expected to last throughout the lifetime of your pet. All soft goods (including pads, straps, tread,etc.) can vary and usually need to be refurbished every 6 months to a year on very active pets, and 1–2 years for less active pets. Refurbishments and adjustments usually cost \$50–100.