



Custom Made V-OP Contract

Client Responsibilities

1. The customer is responsible for reviewing information with Walking Paws Rehab regarding returns, shipping, refunds, privacy policy, and terms and conditions.
2. Customer must receive a referral and diagnosis from a DVM, 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 through Walking Paws Rehab.
3. This contract strictly applies to the device(s) you are receiving at this time, and new contract will be needed for any additional device(s) or products.
4. The customer is responsible for notifying Walking Paws Rehab immediately for any adjustments needed including but not limited to wear spots, skin break down, device defect, and improper fitting. A device defect is defined as premature breakage of plastic super structure, mechanical joints, plastic loop holders, and rivets. Walking Paws Rehab will not be responsible for wear and tear of soft goods such as straps, Velcro, pads, foam and tread. Walking Paws Rehab will not be responsible for repairs required due to non-compliance of the "Care of Device" instructions.
5. Failure to contact Walking Paws Rehab, 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.
6. Customer understands that Orthopets is the manufacturer of the brace. Any concerns with the orthotic must be communicated with Walking Paws Rehab. Orthopets is not to be contacted directly and if so will be directed back to Walking Paws Rehab.
- 7. Customer understands that prognosis and a successful outcome can not be guaranteed. In the event of a meniscal tear the customer understands that the prognosis is especially unknown when pursuing an orthotic.**

Fabrication

1. OrthoPets will ship a custom fabricated orthosis to Walking Paws Rehab within 5-7 business days from date all of the following have been received: receipt of mold, full payment, paperwork and media. A custom made prosthesis will take 7-10 Business days. Time frame is subject to change according to fabrication capacity and ordering of supplies. Walking Paws Rehab will contact you if any changes need to be made.
2. OrthoPets will ship a "RUSH ORDER" custom fabricated device to Walking Paws Rehab within three (3) business days from date all of the following have been received: receipt of mold, full payment, paperwork and media. There is an additional \$450.00 fee for the Rush Service Fee.
3. Walking Paws Rehab will not be responsible for any additional adjustments beyond the warranty period agreement.
4. OrthoPets devices are prescription based and we will work directly with Walking Paws Rehab to determine the type of device to be fabricated for your pet.

Warranty

1. The warranty of a custom device, including rush orders, consists of:
2. One (1) adjustments within one month from time of receipt for workmanship and materials. An adjustment is defined as grinding of shell, trimming of foam, adding glide, and heat flares.
3. Walking Paws Rehab is able to provide some adjustments to the device if needed without mailing the device back to OrthoPets. Walking Paws Rehab will be responsible for discussing costs for any non complimentary adjustments.
4. Customer understands Walking Paws Rehab will be sending pictures and videos to OrthoPets to help assess the fit and function. In some cases Walking Paws Rehab may request additional pictures or videos to be sent in for review.

5. The warranty will be voided if anyone other than OrthoPets or Walking Paws Rehab has performed an adjustment to the device.

Adjustments

1. Client understands adjustments are a normal and expected part of the custom orthotic device process.
2. Client understands, in some challenging cases, more than one (1) adjustments may be required.
3. Client understands they are financially responsible for all charges beyond the one (1) complimentary adjustments.
4. Client understands they are responsible for all shipping charges related to adjustments when the device must be sent to OrthoPets.
5. Client understands that additional appointments with Walking Paws Rehab will be necessary to assure the continued success of their OrthoPets custom made device.
6. Customer understands that Walking Paws Rehab will require appointments and charge for their time to recheck the device and work closely with OrthoPets to determine next steps for adjustments.

Shipping/Costs/Payment

1. OrthoPets utilizes FedEx shipping only. Due to this being a prescription device, it must be sent directly to Walking Paws Rehab for the fitting.
2. **CUSTOMER IS RESPONSIBLE FOR ALL SHIPPING COSTS. THIS INCLUDES TO AND FROM ORTHOPETS. CUSTOMER MUST PAY FOR SHIPPING FOR ALL ADJUSTMENTS INCLUDING SHIPPING FOR THE COMPLIMENTARY ADJUSTMENT. CUSTOMER UNDERSTANDS THAT SHIPPING COSTS MAY CHANGE AND VARY BASED ON WEIGHT OF DEVICE, INSURANCE, AND FEDEX'S FEES.**
3. 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.
4. There will be a charge for any modifications/adjustments made as a result of weight loss/gain or physical-anatomical change.
5. Since the device is custom fabricated, it cannot be returned to OrthoPets. No refunds will be made by OrthoPets or Walking Paws Rehab.
6. In the unfortunate event of a patient's death, the customer is responsible for the materials and labor used thus far, the cost will be sent to Walking Paws Rehab by OrthoPets.
7. In the event the device is lost, the customer is responsible for all replacement costs.

VERY IMPORTANT

CUSTOMER UNDERSTANDS AFTER THE ONE MONTH WARRANTY PERIOD IN THE DEVICE, THERE WILL BE A CHARGE FOR ANY ADJUSTMENTS AND/OR REFURBISHMENT TO ANY PART OF THE DEVICE OR FOR A REMAKE OF A DEVICE. WALKING PAWS REHAB IS A SEPARATE BUSINESS FROM ORTHOPETS, THEREFORE WALKING PAWS REHAB CAN NOT CONTROL ORTHOPETS' PRICING. CUSTOMER UNDERSTANDS THAT THEY WILL NEED TO REIMBURSE WALKING PAWS REHAB FOR ANY ORTHOPETS' FEES ON THE PATIENT'S DEVICE. CUSTOMER ALSO UNDERSTANDS THAT ORTHOPETS CHARGES FOR THEIR TIME ON ADJUSTMENTS AFTER THE 1 INCLUDED ADJUSTMENT. ADJUSTMENTS ARE NOT REFUNDABLE. IN SOME CASES MULTIPLE ADJUSTMENTS MAY BE NEEDED TO ACHIEVE THE CORRECT FIT OR FIX A SORE AND THAT PERFECT OUTCOMES CAN NOT BE GUARANTEED TO EACH ADJUSTMENT. CUSTOMER UNDERSTANDS THAT WALKING PAWS REHAB HAS THE RIGHT TO CHARGE THE CUSTOMER FOR THEIR TIME AND SERVICES COORDINATING WITH ORTHOPETS.

Transfer Pattern

1. Customer selects the following transfer patterns:

First Choice: _____

Second Choice: _____

Owner's Name

(print) _____ Date _____

Owner's Signature

TO BE SIGNED BY CLIENT ONLY