

Fillauer Product Warranty

Fillauer items under warranty will be replaced or repaired (at Fillauer's discretion) at no charge, if the material or workmanship is found to be defective. Normal wear is not warranted. The warranty will be void if the item has been: a. fabricated or installed outside Fillauer's recommendations b. modified c. exposed to a corrosive environment d. if used in extremely abusive activities. Below is a summary of warranties.

Orthotic and Prosthetic Components, Equipment, and Custom Fabrication Items

are warranted for 12 months from the date of shipment from the Fillauer warehouse or from an authorized Fillauer distributor with the following exceptions:

Suspension Sleeves, Silicone Gloves, Body Restorations, and Tiny Titans

are warranted for 90 days from the date of shipment from the Fillauer warehouse or from an authorized Fillauer distributor.

Prosthetic Liners, Dream Skin, Foot Shells, Cosmetic Gloves, and Trautman Tools & Accessories are warranted for 6 months from the date of shipment from the Fillauer warehouse or from a Fillauer authorized distributor.

Hosmer Hooks

are warranted for 18 months from the date of shipment from the Fillauer warehouse or from a Fillauer authorized distributor.

Elbows

are warranted for 18 – 24 months from the date of shipment from the Fillauer warehouse or from a Fillauer authorized distributor. See specific product warranty for more information.

Fillauer Feet

are warranted for 12, 24, or 36 months from the date of patient fitting.

12 months: Running Blade

24 months: Aeris Performance LP, AllPro, K2, Motion Foot® MX, and Raize

36 months: Aeris Activity, Aeris Performance 2, Element, Element DS, Ibex XD, and Wave Comfort 3

All warranties are voided by alteration or misuse of the product.

Returns, Adjustments, and Credits

Inspect all goods immediately upon receipt for damage or errors in shipping. Call Customer Service within 3 business days in the event of errors or damage. Credit will not be issued for custom items made to specification or non-stock items older than 30 days, unless Fillauer shipped in error or there is defect in materials or workmanship.

Prior approval and a return authorization number must be obtained from Customer Service for all goods returned. Credit for returned merchandise is subject to inspection and may be subject to a 15% restocking fee for merchandise in resalable condition. Goods returned without prior approval may be subject to a 25% restocking fee. No credit shall be issued for goods that are more than 12 months old. Returns must be accompanied by a copy of original invoice, order number, or PO number. The return authorization number, provided by Customer Service, must appear on the shipping label.