

# Prosthetics Product Policies

## Trials and Returns

### Single Patient Use

Össur products and components are designed and tested to ISO 10328. Compatibility and compliance with this standard is achieved only when Össur products and components are used with other recommended Össur or authorized components. If unusual movement or product wear is detected in a structural part of a prosthesis at any time, the patient should be instructed to immediately discontinue use of the device and consult his/her clinical specialist. This product has been designed and tested based on single patient usage. It is a single-use device and should never be used by multiple patients. If any problems occur with the use of this product, immediately contact Össur Customer Service.

### Trial Period

Össur provides a trial period with certain purchased products. If the user is dissatisfied with any such Össur product for any reason, the purchaser can return the product to Össur for a full refund. If a product needs to be returned within the Trial Period, the following must occur: Prior approval and a Return Authorization number (RA#) must be obtained from the Össur Customer Service Department for goods to be returned for credit. No items will be accepted for credit after the Trial Period has ended (trial period begins the date the order is invoiced).

- Any items that are received by Össur after the Trial Period has ended will be sent back to the customer at their cost and no credit will be issued.
- RA#s are valid for thirty (30) days, starting the day the request was made. After thirty (30) days, the RA# is invalid.
- Any items that are returned in addition to those listed and/or any items that are returned which differ from those listed on the RA# will be treated as an unauthorized return.
- The customer is responsible for the returned package prior to receipt at Össur.
- Returns should be accompanied by a copy of the original invoice or packing slip with the RA number clearly written on the box.

### Trial & Return Policy by Product

#### **Bionics – Power Knee, Rheo Knee, Rheo Knee XC, Proprio Foot**

These products do not have a trial period. Once the packaging has been opened, the products cannot be returned. Trial units are available on request by emailing [bionic.service@ossur.com](mailto:bionic.service@ossur.com), or by contacting your Össur representative.

#### **Upper Limb – i-Limb, i-Digits, Livingskin**

These products do not have a trial period. Once the packaging has been opened, the products cannot be returned. Trial units are available for i-Limb and i-Digits on request by emailing [upperlimb@ossur.com](mailto:upperlimb@ossur.com), or by contacting your Össur representative.

#### **Mechanical Knees – Total Knees, Mauch Knees, Cheetah Knee, Balance Knees, OP4, OP5, OHP3, Paso, Locking Knee**

These products do not have a trial period. Once the packaging has been opened, the products cannot be returned. Trial units are available on request by emailing [bionic.service@ossur.com](mailto:bionic.service@ossur.com), or by contacting your Össur representative.

**Liners & Sleeves** – Össur liners and sleeves can be returned for full credit within 60 days of invoice as long as the “sealed” bag has not been opened or when applicable, hygienic seal has not been broken.

**Mechanical Feet** – Össur provides most prosthetic feet with a 60-Day Trial Period. If the user is dissatisfied with the prosthetic foot for any reason, the prosthetist can return it to Össur for a full refund within 60 days from the invoice date. If there is a possibility a foot might be returned, please leave the pyramid protector in place until you are confident the foot will not be returned.

Pro-Flex Pivot and products that have been modified for fabrication (Cheetah Running Feet, Pro-Flex Modular, Cheetah Xplore and Cheetah Xplore Jr) are excluded from the trial period. These feet are considered final sale and cannot be returned after the packaging has been opened. Trial units for Pro-Flex Pivot are available on request by emailing [bionic.service@ossur.com](mailto:bionic.service@ossur.com), or by contacting your Össur representative.

**Sockets** – Connect TF, Direct Socket Material Kits, and Össur Brims can be returned for full credit within 60 days of invoice if unused and in original packaging.

**Adapters, Locks, Valves & Accessories** – Unused adapters, locks, valves, and accessories can be returned for full credit within 60 days of invoice if unaltered and in original packaging.

**Livingskin** – If at delivery, the patient is dissatisfied with either the fit, form, or color, please notify Össur within 14 days of delivery. The rejected prosthesis must be returned within 30 days of delivery to qualify for our acceptance guarantee replacement.

# Warranty & Service

Please refer to the table below for warranty durations specific to each product. All Össur products are guaranteed to be free of defects in materials and workmanship upon purchase. Any serviceable product found to be defective under normal and correct use will be repaired at an Ossur Service Center. Any non-serviceable product found to be defective under normal and correct use will be replaced at no charge with the same item, and the warranty will continue from the original date of purchase. If an item needs to be replaced under warranty, the replacement item will ship as soon as possible and the full retail cost will be invoiced. Upon receipt of the warranty item, a credit will be given under the terms that apply.

Serviceable products include Power Knee, Rheo Knee, Rheo Knee XC, Proprio Foot, i-Limb, i-Digits, Total Knees, Mauch Knees, OP4, OP5, OHP3 and Paso. You may initiate a repair by emailing [bionic.service@ossur.com](mailto:bionic.service@ossur.com), or by contacting Customer Service. When requesting a repair we require the device serial number and detailed description of failure including videos/photos when available. Loaner units are available on request.

All other prosthetic products are considered non-serviceable and will be replaced under warranty as per above.

## Limited Warranty by Product

Product	Limited Warranty Period
<b>Lower Limb Bionics</b>	
Power Knee	3 Years Included, Extend up to 6 years*
Proprio Foot	
Rheo Knee	
Rheo Knee XC	
Power Knee Batteries	1 Year**
<b>Upper Limb</b>	
i-Digits Access	2 Years*
i-Digits Quantum	
i-Limb Access	
i-Limb Quantum	
i-Limb Ultra	
Livingskin Passive Device	1 Year
Hand Accessories	1 Year**
i-Limb Skin Coverings	3 Months
*Extended warranty may be purchased for Bionic Devices to a maximum of the expected life of the device – 6 years for Lower Limb Bionics and 5 years for Upper Limb Bionics. Extended warranty may be purchased at any time while the device is still under warranty. **If purchased within a kit, the warranty period for the kit will apply to the accessory	
<b>Socket Systems</b>	
Connect TF	2 Years
Icecast Anatomy	1 Year

Liners & Sleeves	
Distal Cup	1 Year
Iceross Curvemaster	
Iceross Activa with Tibiaguard	9 Months
Iceross Sport Locking	
Iceross Synergy Locking/Cushion	
4Seal Classic	6 Months
AKOS	
First Liner	
Iceross Locking/Cushion	
Iceross Comfort Locking/Cushion	
Iceross Dermo Locking/Cushion/Seal-In	
Iceross Junior Locking	
Iceross Original Locking (with cover)	
Iceross Post-Op	
Iceross Seal-In V	
Iceross Seal-In X (TT)	
Iceross Seal-In X (TT) Seals	
Iceross Seal-In X5 (TT)	
Iceross Seal-In X-Classic	
Iceross Seal-In X-Grip	
Iceross Seal-In X-Volume	
Iceross Transfemoral Locking	
Iceross Transfemoral Seal-In	
Iceross Upper-X Locking	
Protect Locking/Cushion	
Relax Locking/Cushion	
Relax TF	
Comfort SCS	3 Months
Genu Sleeve	
Iceform Sleeve	
Iceross Sleeve	
Night Care Socks	
Volume Socks	
Össur Rigid Dressing (ORD)	2 Months
Iceflex Balance	1 Month

Unity	
Unity Pump for Pro-Flex Family Feet and Balance Foot S/ Balance Foot S Torsion	3 Years
Other Unity Pumps	2 Years
Other Unity Pump Membranes	1 Year
Mechanical Feet	
Balance Foot S	3 Years
Balance Foot S Torsion	
Cheetah Xplore	
Flex-Foot Assure	
Flex-Symes	
LP Vari-Flex	
Pro-Flex LP	
Pro-Flex LP Align	
Pro-Flex LP Torsion	
Pro-Flex Modular	
Pro-Flex Pivot	
Pro-Flex ST	
Pro-Flex XC	
Pro-Flex XC Torsion	
Re-Flex Rotate	
Re-Flex Shock	
Vari-Flex	
Balance Foot J	2 Years
Chopart	
Cheetah Xceed	1 Year
Cheetah Xcel	
Cheetah Xpanse	
Cheetah Xtend	
Cheetah Xtreme	
Flex-Foot Balance	
Flex-Foot Balance with DP-Flexion	
Flex-Foot Cheetah	
Flex-Run with Nike Sole	
K2 Sensation	
K2 Sensation with DP-Flexion	

Cheetah Junior	18 Months
Cheetah Xplore Junior	
Flex-Foot Junior	
Flex Run Junior	
Vari-Flex Junior	
Foam Heel Counter and Sole	6 Months
Foot Covers	
Nike Sole	2 Months
Nike Spike Pad	
Mechanical Knees	
Mauch Knee	3 Years
Mauch Knee Plus	
Balance Knee OFM1	2 Years
Balance Knee OFM2	
OHP3 Knee	
OP4 Knee	
OP5 Knee	
Paso Knee	
Total Knee 1900	
Total Knee 2000	
Total Knee 2100	
Total Knee Junior	
Cheetah Knee	18 Months
Locking Knee	1 Year
Locks & Valves	
Icelock 100 Series	1 Year
Icelock 200 Series	
Icelock 300 Series	
Icelock 400 Series	
Icelock 500 Series	
Icelock 600 Series	
Icelock 700 Series	
Icelock 544 Series	6 Months
Icelock 562 Hyrbid Lock	

Standard Adapters	
Torsion Shock Adapter	3 Years
mpro adapter	2 Years
Össur Junior Adapters	
Össur Standard Adapters	
Fixed Offset Adapters	1 Year
Knee Rotation Adapter	

For further information on ordering, terms of sale, terms of warranty, and return policy please refer to [ossur.com/customerservice](https://ossur.com/customerservice).

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USA (800) 233-6263  
[WWW.OSSUR.COM](https://www.ossur.com)  
 CANADA (800) 663-5982  
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