

# **RCAI Product Warranty & Return Policy**

The Company warrants that each of the products as delivered to the user of the Product will conform to the warranty supplied by the Company with respect to that product. THIS IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY THE COMPANY. THE COMPANY MAKES NO OTHER WARRANTY OF ANY KIT, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

RCAI's 1 (one) year warranty from date of purchase is only for the plastic or metal portion of RCAI Orthoses and only covers defects in material or workmanship. Accessory kits are only guaranteed to be sewn correctly when shipped.

All defective product returns must be processed through the location that supplied the product to the patient.

The supplier will then contact RCAI customer service department for a defective return authorization number

The liner / soft goods should be removed from the product. If the product is returned to RCAI with the accessory kit on it will be returned to the customer unprocessed. RCAI will not remove the used accessory kit.

Any product returned to RCAI without prior authorization will be discarded and no replacement or credit will be issued to the supplier.

No credit will be issued for defective or broken products. They will only be repaired or replaced if due to manufacturing error, NOT USER ERROR.