

# EXTENDED ORTHOTIC SERVICE CONTRACT

The Extended Orthotic Service Contract warrants your patient's orthotic devices for 30 months against breakage, loss and outgrowth.

This contract runs concurrently with our Standard Guarantee (see below).

## Coverage:

1. Orthotics are guaranteed against breakage and defective workmanship.
2. One outgrowth replacement per 30-month contract period provided the original outgrown orthosis is returned to the Burns International, Inc. Podiatric Production facility. **The doctor must provide new cast.** *This Extended Service Contract does not include casting fees or any doctor professional fees.*
3. Replacement of lost or stolen orthotic, provided that a surcharge of \$25.00 per pair or \$12.50 per single orthosis is paid at the time the request for replacement is made.
4. Top covers and/or extensions will be refurbished or replaced at no charge once during this contract period.
5. Service contract must be properly dated and endorsed.
6. The service contract plus broken pieces of the orthotic device must be returned to Burns Lab within 30 days of damage.
7. The Contract must be ordered within 30 days of initial order.

## STANDARD GUARANTEE

All orthotics are guaranteed against any defects in material and workmanship for six (6) months following the initial manufacture. Polypropylene devices carry a lifetime guarantee against breakage. Broken or defective devices should be returned within six months. (This guarantee is void if the orthotics have been subject to unusual or abusive treatment, intentional damage, or alterations made by anyone other than a Burns International, Inc. Podiatric Laboratory facility.)

