



Custom Fabricated Orthotic
and Prosthetic Devices

OrthoPets Customer Contract for House Slipper

1. The customer has the right to considerate and respectful services.
2. The customer understands that the house slipper is fabricated from a measurement form and fiberglass impression. One (1) complimentary modification within the first month of fabrication is included in the price. If more modifications are required; the customer is responsible for the cost of the modifications.
3. Client is responsible for all shipping **to and from** OrthoPets.
4. OrthoPets utilizes Fed Ex shipping envelopes & packages.
5. The customers will have the right to politely voice questions or concerns of products or services by calling us at (303) 953-2545 or emailing us at info@orthopets.com.
6. OrthoPets will ship the house slipper within 5-7 business days from date of receipt of all required paperwork, fiberglass impression and payment. (Time frame is subject to change according to fabrication capacity and ordering of supplies.)
7. I have received a referral and diagnosis from my DVM, within the last two (2) months for this case. All reasonable options have been explained to me and I choose to use an OrthoPets House slipper.
8. This contract strictly applies to the device(s) you are receiving at this time, and a new contract will be needed for any additional device(s) or products.
9. Since the device is custom fabricated it cannot be returned to OrthoPets. **No refunds will be made.** All devices are considered a "ONE" off and cannot be returned or refunded.
10. It is in the client's best interest to communicate with OrthoPets on a timely basis to allow OrthoPets to resolve any concerns as efficiently and quickly as possible.
11. In the unfortunate event of a patient death, the customer is responsible for the materials used thus far.
12. In the event that the device is lost, customer is responsible to cover replacement cost of device.
13. The warranty will be voided if modifications are made by anyone other than OrthoPets.

** This contract supersedes any other written or verbal information obtained prior to signing this document.

Printed Owner's Name _____ Date _____

Owner's Signature _____

