

Product Warranty & Patient Satisfaction Guarantee



Single Patient Use

Patent no: Ypsilon® FLOW, Ypsilon®, Ypsilon®NFR: GE60208889.5-08, GB1379201, IT1379201, US6887213°

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Product Warranty

Allard USA return policy for Allard AFO products assumes that fitting has been done correctly, adjustments have been carried out according to Professional Instructions supplied and Patient Instructions have been reviewed with patient. The Patient Instructions should be given to the patient or the caregiver to take home. Our return policy is that we grant warranty for defects in material and workmanship as indicated by specific product listed below.

For all Allard AFOs, warranty registration must be submitted within 10 days of initial fitting to validate warranty.

All Models Ypsilon®, ToeOFF® and BlueROCKER® except Allard Custom AFOs.

Allard USA will provide at no charge to the provider, a replacement product of equal value for any Allard AFO listed above.

- Choice of specific product, as listed above, and product size is at the discretion of the provider.
- Replacement is limited to two orthoses for the same wearer that are returned within one year from date of the initial fitting of the Allard AFO.

All Custom Allard AFOs

Allard USA grants warranty for defects in material and workmanship and will provide at no charge to the provider a replacement Custom Allard AFO of equal value, provided the replacement does not require change in position of the strut or change in heel height (unless the change is required due to a fabrication error). There will be an additional charge if the replacement requires a change in properties specified in the original order, for example changes in A-P and/or M-L stiffness. Replacement is limited to one orthosis for the same wearer that is returned within one year from date of initial fitting. **Provider must inspect product and immediately call if AFO does not meet order requirements.**

KiddieFLOW™, KiddieGAIT® & KiddieROCKER®

Allard USA will provide at no charge to the provider, a replacement product of equal value for any pediatric Allard AFO listed above.

- Choice of specific product, as listed above, and product size is at the discretion of the provider.
- Replacement is limited to one orthosis for the same wearer that is returned within six months from date of the initial fitting of the Allard AFO.

“Try It - You’ll Like It” Patient Satisfaction Guarantee

All Models of Adult and Pediatric Allard AFOs, except Custom Allard AFOs

Due to the uniqueness of custom products, the Patient Satisfaction Guarantee does not apply to Allard Custom AFOs. If the wearer, therapist, physician, or orthotist is not satisfied with the performance of the product initially fitted, Allard USA will, at the provider’s discretion, provide a FREE alternative product for the wearer to try, or full invoice cost credit.

- Warranty registration must be submitted within 10 days of initial fitting to validate warranty.
- ALL Patient Satisfaction return requests must be received by Allard USA within 30 days of fitting.

Important

Product Warranty & Guarantee are valid ONLY if Warranty Registration is completed by an PROVIDER and submitted within TEN (10) days of initial fitting:

1. Complete warranty registration online at www.allardusa.com, or
2. Fax Warranty Registration Form to 888-952-2787, or
3. Scan and e-mail to warranty@allardusa.com

- Product return must be made by the original provider. If the wearer does not have a record of the original provider or the original provider is no longer in business, the wearer should call Allard USA and ask for a Customer Service Specialist, who will help find a nearby facility that can help.
- Replacement does not include fitting, modification or other provider costs.
- This warranty does not cover change in function or damage done by tools, application of heat, or excessive bending/flexing back and forth of the wings.

Warranty terms subject to change. Confirm warranty when calling for Return Authorization

Return Authorization Required

All products returned must have a Return Authorization Number.

If you purchased the product from a distributor:
Contact that company to obtain Return Authorization.

If you purchased the product from Allard USA:
Call toll free 888-678-6548 to obtain Return Authorization.

For additional questions:
Please contact Allard USA prior to returning any products.