

Payment Terms - Net 30 Days

30 day net payment. Shipments are F.O.B. factory, Coquitlam, B.C.

Prices

Prices are subject to change or withdrawal without notice. Prices prevailing on date of shipment apply.

Credit

New orders will not be shipped to past due accounts until payment is received. Accounts overdue more than 60 days become C.O.D. If C.O.D. shipments are refused and returned to Ortho Active, the customer will be invoiced for all shipping charges plus a **20% restocking fee**. All future shipments will then be on a **cash in advance basis** only. A service charge of \$20.00 will apply to all N.S.F. cheques.

Shipping

Although we attempt to use the most efficient method of shipping, instructions should be provided at the time of order if there is a preference for speed or cost. We will not assume responsibility for higher costs when no routing instructions have been given.

The minimum order amount is \$50.00. Orders under \$50 are subject to a \$10 service charge.

Returns

All products must have a prior approval before being returned. **Please phone for a return authorization number.** Return authorization is only valid for 30 days from authorization date and will be cancelled if product is not received within that time. Product cannot be returned if it shows signs of age, or has been used, altered, private labelled, discontinued, custom made or special ordered. Credit for returns will be applied to customers account. **NO CASH REFUNDS.** All products will be subject to a minimum 20% restocking fee. The R.A. # must be **clearly marked on the outside of the package**, or it may be refused. When returning products, please ensure that they are properly packaged to prevent damage to packaging and/or the items during transit. No parcels will be accepted collect.

Damage Claims

Since all goods are sold on a F.O.B. Coquitlam basis, Ortho Active cannot accept responsibility for damage in transit, and such claims must be filed with the transportation company.

Warranty

Ortho Active warrants its products against defects in material and workmanship. The retailer has the responsibility of making a reasonable decision regarding the product life, abuse and defective state of a returned product. If a decision is made that a product is defective and the retailer decides to supply the client with a replacement product, the defective product must be returned to Ortho Active with a dated copy of the retail sales slip so that replacement arrangements can be made. However, Ortho Active retains the right to make the final decision regarding the defective state of the product and its credibility for replacement.

Custom Made Products

Here at Ortho Active, we will attempt to customize anything made of Neoprene, Coolprene or Coolcel to meet your needs. Call us if you would like custom information. All custom made products are non-returnable, but are included under our warranty.

Washing Instructions

All soft goods should be washed with a non-detergent washing solution. Be sure to remove all stays or steels if you can (mark them with a felt pen for Left or Right). It is best to leave the brace to dry (away from the sun and heating vents). Do not put the brace in the washing machine or dryer. Careful washing will prolong the life of the brace.

Our Customer Service/Sales Team

We are here to serve you. Feel free to contact us if you have any questions.

Contact Us

Phone: 604-520-3414

Toll Free Phone: 1-800-663-1254

Fax: 604-520-1193

Toll Free Fax: 1-888-558-6565

Email: orders@orthoactive.com

For current product information refer to www.orthoactive.com