



Ortho Active Warranty

Ortho Active Appliances Ltd. (“Ortho Active”) provides a ninety (90) day warranty on Ortho Active—brand products for manufacturing defects only. This warranty applies when products are used under normal conditions and for their intended clinical purpose.

What is not covered

This warranty does not cover:

- Product modifications or alterations
- Misuse, improper application, or use outside intended purpose
- Damage from accidents, handling, or improper storage
- Normal wear and tear
- Cosmetic issues that do not affect performance
- Issues caused by non-approved components

How to make a warranty claim

A warranty claim must begin with a Return Authorization (RA) issued by Ortho Active. Products returned without an RA may be refused.

We may request:

- Product code and invoice number
- Description of the issue
- Photos
- Lot number/serial number if applicable

What Ortho Active may do

At our sole discretion, Ortho Active may:

- Replace the product
- Provide an equivalent product
- Issue credit to your account

Refunds are not offered for warranty claims.



Important legal notes

This is the exclusive warranty provided by Ortho Active. All implied warranties, including merchantability and fitness for a particular purpose, are disclaimed to the fullest extent permitted by law.

Ortho Active is not responsible for any indirect, incidental, or consequential damages.

Governing Law

This warranty is governed by the laws of the Province of British Columbia, Canada.