



## 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.