



## ***Warranty & Returns***

### **Return Policy**

Returns will be accepted in resalable condition within 30 days of original invoice, unless otherwise specified.

### **Return Process**

Request a return by completing the [Return Authorization Form](#)

The customer will need to provide the date of purchase, invoice number, and reason for return. Once an RMA number has been issued, the customer will have 30 days to return the item(s) to:

Fabtech Systems Returns  
3304 Hill Ave,  
Everett Wa, 98201

### **Return Conditions**

Returned items will be evaluated on receipt.

All items must be in their original packaging and in resalable condition.

Altered, special order, expired, incomplete, or damaged items will not be accepted.

Any shipping disputes must be reported to Fabtech within 30 days of shipment.

### **Return Fees**

A re-stocking fee may be applied at the discretion of Fabtech Systems. The fee may be applied for: damaged packaging or product, late or non-preauthorized returns, returns outside of the set policy, and any special-order item eligible for return.

### **Return Exceptions**

- Replacement Items – Returns that require replacement will be issued a credit, and a new invoice will be created for the replacement item.
- Custom Items – Any custom made or altered item is not eligible for return.

### **Return Shipping Charges**

Return shipping charges are the responsibility of the customer. Any COD will not be accepted.

### **Credit**

If all terms are met, a credit will be issued to the customer account for the original purchase price minus any fees.

---

## Warranty Information

### **Product Warranty**

Fabtech Systems warrants that products sold will be free from defects in materials and workmanship under normal use for 6 months from the date of purchase unless otherwise stated.

This limited warranty does not cover any problem that is caused by:

1. Conditions, malfunctions, or damage not resulting from defects in materials or workmanship.
2. Improper installation, misuse, abuse, negligence, or accidents.
3. Use of the product for purposes other than those for which it was designed.
4. Unauthorized modification or alteration of the product.

During the warranty period, if a defect arises in the product and a valid claim is received by Fabtech Systems within the warranty period, Fabtech Systems will either replace or repair the product.

To obtain warranty service for items purchased in the United States, please fill out our [Warranty Authorization Form](#)

For those items purchased via an international distributor please contact them directly to obtain warranty service.

### **Central Fabrication Services Warranty**

Fabtech Systems has built its business in the Orthotics and Prosthetics industry using the highest quality materials, staff, and processes to meet the central fabrication market's demands and their patients' needs.

- As part of our service to the central fabrication market, we offer modification and rectification of customer supplied patient casts and models. We believe the foundation for success is built upon the preparation and quality of the initial model and devote our most skilled people and resources for this task. Even with our extensive expertise many factors outside our control can lead to an unacceptable fit. These fit issues are the same challenges every care provider encounters when evaluating, casting, fabricating and fitting patients under direct supervision in house. Because of this inherent risk Fabtech Systems cannot accept sole liability for fit of patient devices.
- "Fabtech Systems offers NO warranty for fit of the device nor patient outcome with the device"
- If the customer is uncomfortable with this, we will gladly accept and fabricate from a modified model or check device supplied by the customer.
- Fabtech Systems guarantees all of our custom DME to be free of material and workmanship defects for a period of 3 months beginning from the date of invoice.

- Fabtech systems will pay for return shipping costs from Fabtech Systems to the customer at UPS Ground service only. Other shipping services are available at customer's expense.
- In the event of a requested warranty, the original fabricated device must be returned back to Fabtech Systems for evaluation to determine eligibility of warranty and credit status. Items not returned for evaluation may be rejected for warranty service.
- Warranty service is limited to the original instructions and requests made on the original work order.
- Customer account must be in good standing; no warranty work is provided to past due accounts.
- Fabtech Systems does not warranty shoe work.

In the event the practitioner feels there is a problem, they should first call Fabtech Systems at **800-322-8324** to discuss the details.

### **Shipping Damage**

If you receive damaged product with visible damage to external shipping containers, please report the damage to the carrier at the time of receipt. Please also contact Fabtech Systems with details of the damage.

## ***Policy on the Appropriate Use of Fabtech Materials in Medical Device Manufacturing***

Fabtech Systems seeks business relationships with customers who actively participate in and contribute to the Orthotics and Prosthetics healthcare industry. Fabtech Systems' core principles that guide its behavior with respect to the use of its products in medical device application are provided in this *Appropriate Use Policy*.

### **Definition of Medical Device Manufacturer**

For the purposes of this policy, the **Medical Device Manufacturer** is defined as the person, company, clinician, or other educated and certified individual responsible for fabricating, modifying, and delivering a medical device for patient use. This includes professionals with the requisite knowledge, skills, and certifications necessary to ensure proper application and functionality of the medical device.

### **Responsibility of the Medical Device Manufacturer**

It is the sole responsibility of the Medical Device Manufacturer to determine the suitability of all new raw materials, products, and components, including any Fabtech products, to ensure that the final end-use product:

1. Is safe for its intended use.
1. Performs or functions as intended.

1. Complies with all applicable legal and regulatory requirements.

The Medical Device Manufacturer is solely responsible for:

- Conducting all necessary tests and inspections.
- Evaluating the medical device under actual end-use requirements.
- Adequately advising and warning purchasers, users, and/or learned intermediaries (such as Orthotic/Prosthetic professionals) of pertinent risks.
- Fulfilling any postmarket surveillance obligations.

Any decision regarding the appropriateness of a particular Fabtech material in a specific medical device must be based on the judgment of the Medical Device Manufacturer, seller, competent authority, and treating professional.

### **Warranties**

FABTECH SYSTEMS WILL NOT WARRANT THAT ITS PRODUCTS ARE SUITABLE FOR USE IN ANY MEDICAL DEVICE OR MEDICAL APPLICATION.

### **Adhesive Products Compliance And Liability Disclaimer**

**Warning:** Adhesives are not intended to function as a standalone structural component. They are specifically designed for use as a filler material to be fully encapsulated by an external permanent structural layer—such as carbon fiber composite or thermoplastic—during device fabrication.

Use outside of these parameters may compromise device performance. The practitioner/technician is solely responsible for verifying the suitability, application technique, and final outcome of the device.