

All EasyWalk orthoses are covered by a Limited **Warranty\***:

- ECO and KITE orthoses: 6-month warranty period
- Other orthoses (Advance, Advance2, Fixation, Stability, Rely): 12-month warranty period
- Replacement is limited to one orthosis for the same wearer.

\*Limited Warranty:

The manufacturer warrants that the product is free from defects in materials and workmanship. This warranty applies — subject to normal wear and tear — when the product is used as intended, without unapproved modifications, and in accordance with all manufacturer instructions. The warranty period is effective from the date of delivery to the end user.

**In case of a damage claim:**

For distributors, the warranty period is **extended by 6 months** and begins on the date of the invoice.

In the event of a reclamation, please provide two photos by email:

- A photo showing the warranty sticker located under the padding (see attached example).



- A photo clearly showing the damage.

The product must be retained until the issue is resolved. If the situation is unclear, we may request that the product be sent to us (transport costs will be covered by us).

Please note that transport costs are not covered during either process, and replacements are typically shipped with the next order.

**Product Return Policy**

EasyWalk AFOs from the most recent orders may be returned (provided they are in good condition) within 3 months of the invoice date. A 10% service charge applies if the invoice is older than one month. The customer is responsible for transportation costs for the return.

I hope this information is helpful and answers your questions.

If anything remains unclear or if you need further assistance, please feel free to contact me — I am always happy to help.

Best Regards,

**Rytė Aleksandravičiūtė**

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**ORTHO BALTIC**