



Warranty

All Kinetic Research products come with a 1-year warranty. If a device fails during the warranty period it will be replaced or re-fabricated. Kinetic Research will accept the return under these guidelines:

Prefabricated AFOs:

1. Returns with 30 days of delivery date: No restocking fee.
2. Returns between 30 days to 6 months: 15% restocking fee.
3. Returns between 6 months and 1 year: 50% restocking fee.
4. No returns after 1 year.

Prefabricated AFOs that are returned with alterations made to them will be accepted for credit according to the guidelines above minus a \$70 fee.

Build to Order AFOs:

All returns are subject to a \$70 fee. Fee will be waived if product is broken or defective and is being reordered within the one year warranty.

Custom Products:

Returns or replacements are subject to modification fees and material fees.

1. Any product that is ill fitting will be replaced under warranty.
2. Any defective product still under the one-year warranty.
3. An incorrectly filled out order form will have charges assessed for replacement.

Examples are:

- a. Wrong box marked on the order form.
 - b. Incorrect orthosis height/footplate length written in or left blank.
 - c. Orthoses alignment not written in.
 - d. Incorrect order form used.
4. Items that will not be credited back include:
 - a. SMOs.
 - b. UCBLs.
 - c. Foot Orthoses.
 - d. Cost for ankle/knee joints.
 - e. Soft goods over 60 days old.
 - f. Fabric charges on remakes due to line #3 in Custom Products.

***All products returned must have a Return Authorization number.
Call Kinetic Research 813-962-6300 to receive RA and confirm warranty.***

Warranty terms subject to change.

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