



# CERTIFIED

+ ADAPTIVE INC.

## SATISFACTION GUARANTEE

Certified Adaptive, Inc. is committed to offering high quality products that fit your patient's needs and your quality standards. As a company we will guarantee our custom products will be manufactured to the specifications provided in the customer's original order form. If outcomes are deemed unsatisfactory Certified will work with the medical professional until positive results are achieved, whether that requires adjustments, modifications, or re-fabrication. All of Certified Adaptive, Inc.'s custom products have a minimum 90 Day Warranty for any defect or quality issue at no charge. As a company we take pride in quality craftsmanship and customer satisfaction. If there is an issue after the 90 Day Warranty that is deemed a craftsmanship or quality issue, we will continue to work with you to ensure satisfaction.

## LIMITED WARRANTY

There is a 90 Day Warranty for Certified Adaptive, Inc.'s products which covers any defects in materials or workmanship under normal use by the original purchaser during warranty period. During the warranty period Certified Adaptive, Inc. will repair or replace, at no charge, products or parts of a product that prove defective because of improper material or workmanship, under normal use, wear and tear, and maintenance.

## LIMITED WARRANTY – CUSTOM PRODUCTS

If it is deemed by Certified Adaptive, Inc. the custom product has defects in materials, workmanship issues, errors committed in fabrication process, or fit and function are deemed unsatisfactory, Certified will work with the medical professional until positive results are achieved. Based on evaluation by Certified remedies will include at no charge: adjustments, modifications, or re-fabrication, and will be decided at the sole discretion of Certified. To obtain warranty service, you must contact us within the first 90 days to determine the problem and the most appropriate solution for you. Warranty does not apply to errors in ordering, or problems that are caused by malfunctions or damage not resulting from defects in material or workmanship.

## WARRANTY PERIOD – CUSTOM Z-AXIS, ZSS, & ZSO BACKS

The Warranty Period for Custom Z-Axis, ZSS, and ZSO Wheelchair Backs is 12 months, and above terms and conditions apply.

### **For all Warranty Services please contact:**

Certified Adaptive, Inc.

1709 Heath Parkway, Fort Collins, CO 80524

**Phone:** 800-466-7015 **Fax:** 970-498-9529 **email:** [orders@certifiedortho.com](mailto:orders@certifiedortho.com)