



## Cool Liner™ LIMITED WARRANTY & RETURN POLICY

Every Cool Liner comes with a 6-month Limited Warranty and is fully covered against manufacturer's defects, excluding wear and tear. If the patient is using two Cool Liners and alternating them on a daily basis, the pair of Cool Liners is warranted for 1-year. The beginning of the warranty period is the date of purchase.

A Warranty Replacement Request made during the warranty period will be evaluated by DAW Industries Technical Support and replaced at the discretion of DAW Industries Inc. Your replacement Cool Liner will continue to be covered for the remaining duration of the original Limited Warranty. Your replacement Cool Liner is not warranted by a new 6-month or 1-year Limited Warranty.

### **Conditions:**

Failure to follow any fitting instructions described in the Practitioner Instruction Manual will void the warranty. Failure to follow any of the care instruction described in the Amputee Instruction Manual will void the warranty.

There is no warranty which covers premature wear or damages due to misuse, hammocking, mishandling, accidents, neglect, or normal wear and tear, (i.e. holes from normal wear and tear are not considered a manufacturer's defect.) This limited warranty does not cover unapproved modifications or applications outside the original intended purpose of the Cool Liner.

### **To Make Warranty Replacement Request:**

Call your DAW Customer Support Team at (800)252-2828 to request a replacement. To expedite the process, please provide pictures of the prematurely worn area. If pictures are provided, it may not be necessary to send the worn Cool Liner in for evaluation.

### **Cool Liner Return Policy:**

Returns are accepted up to 30 days after the date of purchase. The liner(s) cannot be trimmed. For hygienic reasons, the liner(s) cannot have been donned.

Any DAW product can only be returned using a return shipping label provided by DAW, free of charge. To obtain a free return shipping label call your DAW Customer Support Team at (800) 252-2828.

