



# Prosthetic Knee LIMITED WARRANTY & RETURN POLICY

The knee comes with a Limited Warranty for 2 years. It covers manufacturing defects (excluding wear & tear). At the time of purchase, an additional 3 years of warranty coverage can be purchased for +15% of the original cost of the knee.

## Conditions:

This warranty does not cover bumpers. Screws and clamps must be torqued to DAW recommended settings. A straight cut of the tubing (pylon) is mandatory. Failure to follow recommended use of components, including weight limit and alignment, voids this warranty. Please review all the instructions provided.

All repairs on the knee must be done by a factory trained DAW Technician. Any of the following voids this warranty: Any modification and/or removal of any part or component, damage due to misuse, mishandling, accident, neglect, or wear-and-tear. Defacing or removing the serial number. Modifications or applications outside the original intended purpose of the knee, physiological changes of the patient including weight gain over the specified weight limit for the knee, use of the knee in extreme/uncommon conditions, exposure to water, or damage caused by the installation of accessories not approved by DAW Industries.

## Service Under Warranty:

Should you believe your knee is not functioning properly, call DAW's Customer Support Team at (800)252-2828 right away. If your knee requires repair, we will provide a return shipping label to you free of charge. Your knee will be fully reconditioned by a factory trained technician. If one is available, we will provide a rental knee (the rental knee may not be the same knee model as the model you are sending in).

## Service outside of Warranty:

For all knee concerns call DAW's Customer Support Team at (800)252-2828 right away. Most knees 6 years old or less can be fully reconditioned. You will be invoiced for the repair charges when your reconditioned knee ships back to you. Ground shipping charges are included in the Reconditioning Fee. In the event your knee is unrepairable, you will be notified immediately. The rental must then be returned to DAW within 10 working days. If the rental knee is not returned timely, you will be required to pay the invoice for the rental knee at the price of a new knee.

## DAW Knee Return Policy:

If available, we will provide a rental knee (the rental knee may not be the same knee model as the model you are sending in). If your DAW knee is under warranty, there will be no cost up front for the rental knee.

If your DAW knee is no longer under warranty, we may require a deposit before your rental knee ships out. When DAW receives your rental knee, your account will be credited for the value of the returned knee. If the rental knee is not returned timely, you will be required to pay the invoice for the rental knee at the price of a new knee.

