

WARRANTY POLICY

The warranty policy of The Eastern Prosthetic Clinic is:

1. Regarding on-site or contracted custom fabrication

The Eastern Prosthetic Clinic will replace under warranty any manufacturing defect or failure of materials or workmanship during the first year of normal patient utilization. An example would be the breakage of the socket during this time period. The 365 day period commences the day the prosthesis or supplies leave The Eastern Prosthetic Clinic for patient usage.

2. Regarding purchased supplies or componentry provided to a patient or used in the creation of their prosthesis.

The Eastern Prosthetic Clinic will honor the manufactures' warranty for normal utilization. The cost of follow-up appointments as well as shipping and handling charges may be incurred as an expense to the patient.

Please be advised that it is not possible for any prosthetist or physician to anticipate, forecast or be responsible for any patient's physiological change. Examples of possible changes to a patients body include atrophy and in some cases this is accelerated and extreme and weight or volume fluctuations such is gaining weight as the patient's health improves or destabilized volume caused by organ failure and treatments such as medications or dialysis. In no other scenario is a health care provider held responsible for the fact that their patient's body has changed. For example, doctors and pharmacists do not warranty and pay out of pocket for how a patient reacts to medication. If a medication is not tolerated or becomes ineffectual over time, it is replaced. Similarly, if a patient improves earlier than expected with some treatment the health system will compensate service provider for continuing treatment. Time lines in the health care system are intended to merely be guidelines not deterrents to appropriate care.