



Product Return & Warranty Policy

Instant Orthopedic Care

At Instant Orthopedic Care, we are committed to providing high-quality durable medical equipment (DME), orthopedic braces, supports, and supplies. If you have questions regarding your equipment or experience a problem with a product, please contact our office. We are happy to assist you.

Returns

Many orthopedic products are considered medical devices intended for a single patient and **cannot be returned once they have been dispensed or used** due to health and infection control standards.

Returns may be accepted only when:

- The product is unopened, unused, and in its original packaging.
- The return complies with manufacturer guidelines.
- The product is not considered a custom-fitted or patient-specific item.
- The return is requested within **14 days** of the original purchase.

Returned products are subject to inspection before a refund or exchange is approved.

Non-Returnable Items

For the safety of all patients, the following items generally cannot be returned once dispensed:

- Braces that have been worn or used
- Walking boots
- Splints
- Compression sleeves or garments
- Orthotics that have been fitted or customized
- Cast supplies
- Any item showing signs of wear or use
- Products designated by the manufacturer as non-returnable

Defective Products

If you believe a product is defective due to manufacturing or workmanship, please contact our office as soon as possible.

Our team will:

- Inspect the product
- Determine whether the issue may be covered under the manufacturer's warranty
- Assist with repair or replacement when applicable

Defective products are evaluated on an individual basis.

Manufacturer Warranty

Many products supplied by Instant Orthopedic Care include a manufacturer's warranty.

Warranty coverage, duration, and limitations vary by manufacturer and product.

Warranty coverage generally does **not** include:

- Normal wear and tear
- Improper use
- Accidental damage
- Alterations or modifications
- Damage resulting from failure to follow instructions for use

Product Exchanges

If a brace or support requires a different size due to improper fit, please contact our office promptly.

Whenever possible, we will work with you to provide the correct size or an appropriate alternative in accordance with manufacturer policies and insurance requirements.

Medicare & Insurance

For products billed through Medicare or other insurance plans:

- Return eligibility may be limited by federal regulations and payer policies.
- Replacement products may require new physician documentation or medical necessity.

- Insurance coverage does not guarantee eligibility for replacement.

Product Care

To maximize the life of your equipment:

- Follow all instructions provided by your healthcare provider.
- Follow the manufacturer's care and cleaning instructions.
- Do not modify or repair your equipment yourself.
- Contact our office if the product becomes damaged or no longer fits properly.

Questions or Assistance

If you experience problems with your equipment or have questions regarding warranty or returns, please contact us.

Instant Orthopedic Care

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Durable medical equipment (DME) furnished through Instant Orthopedic Care is supplied by Instant Ortho Supply, LLC, an affiliated organization committed to meeting all applicable CMS and ACHC quality standards.