

Guarantee and Warranty Terms for Prosthetic Silicone Liners

General Notification:

These prosthetic silicone liners are manufactured in Germany under stringent quality control processes. Our guarantee and warranty (G/W) terms are aligned with those of the primary producer. Claims must adhere strictly to these specific terms, and no general assumptions or deviations will be entertained.

1. Warranty Period:

The prosthetic silicone liners come with a standard warranty period of 6 months from the date of invoice.

2. Coverage:

The warranty covers manufacturing defects in materials and workmanship, provided that the seller is notified in writing within 7 working days of the invoice date. The warranty does not cover:

- Normal wear and tear
- Misuse or accidental damage
- Modifications made by unauthorized personnel
- Usage under medical non-compatibility conditions, such as rashes or other skin irritations

3. Prescribing Agency/Person:

A qualified prosthetist with a minimum of 2 years of experience and fitting experience of at least 50 prosthetic liner users is required to prescribe the liners. The prosthetist must consider:

- Age of the user
- Weight withstand capacity
- Climate suitability
- Stump size and shape
- Complications like contracture and bony prominences
- Correct size liner prescription

The prosthetist must provide Instructions for Use (IFU) to the user, obtain their consent, and maintain a track record, which must be submitted to the supplier upon request.

4. Claim Process:

To make a warranty claim, the customer must provide:

- Proof of purchase
- A detailed description of the defect

The product must be returned to the point of purchase or an authorized service center for inspection. Claims must be made directly by the end user with proper evidence and documentation. No claims from third parties will be accepted. The original packaging, in its original condition, must be provided, and any replacement will be given only upon receipt of the damaged liner. The primary guarantee card with its unique production batch number, linked to the invoice, must be submitted in hard copy. Any alterations made by the end user, reseller, mediator, or user void the guarantee.

5. Inspection and Decision:

Upon receiving the product, our technical team will inspect it. If a manufacturing defect is confirmed, the product will be repaired or replaced free of charge.

6. Exclusions:

The warranty does not cover damage caused by:

- Improper use or maintenance
- Exposure to chemicals, extreme temperatures, or harsh environments
- Unauthorized modifications or repairs

The warranty is void if the product is altered, tampered with, or used inconsistently with the provided instructions.

7. Limitation of Liability:

Our liability under this warranty is limited to the repair or replacement of the product. We are not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the product.

8. Guarantee Terms:

We guarantee that our prosthetic silicone liners are free from defects in material and workmanship at the time of delivery. Issues must be reported within 7 working days of purchase to qualify for a guarantee claim.

9. Customer Responsibilities:

The customer is responsible for proper maintenance and care of the prosthetic silicone liners. Regular cleaning and inspection are recommended to ensure longevity. A track report with adequate documentation and pictures must be submitted to the prime supplier in India if demanded.

10. Contact Information:

For any warranty or guarantee inquiries, please contact our customer service department by email at pto@protechortho.com.

11. Legal Rights:

This warranty provides specific legal rights to the end user, which may vary by state or country. The jurisdiction for any claim settlement will remain in Pune, India, if any legal action is pursued.