



CarbonBased, LLCTM
Engineering Orthotic Solutions

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Warranty and Return Policy

Warranty

Carbon Based warrants that the P4CO line is manufactured in an individual, custom manner according to the ordering company's prescription, measurements and cast. Carbon Based warrants that the orthosis, properly fit by a certified Orthotist, will be free from defects in workmanship and performance for a period of 6 months from the due date listed on the order form. Carbon Based, at its discretion, will repair or replace defects in the orthosis and include return UPS ground shipping at no charge.

Carbon Based does not warrant results from orthotic therapy. Deformity correction results rest solely with the Physician, Orthotist and patient team approach. No warranty is made for abuse, neglect, improper care of the orthosis, nor for Velco® products or socks.

Return Policy

A Return Authorization is required for any warranty related work. Please fax or email Carbon Based for the Return Authorization. Include your company name, patient's name, reason for return, original P.O. number, method of return shipping desired (we ship via UPS). Your request will be handled promptly.