



Single Patient Use

Support for Better Life!

Product Warranty  
&  
Patient Satisfaction Guarantee

Patent no: Ypsilon® FLOW, Ypsilon®, Ypsilon®NFR:  
GE60208889.5-08, GB1379201, IT1379201, US6887213®

EI1215M0614

YPSILON®  
YPSILON®*flow*  
Toe OFF®  
Toe OFF® 2.0  
Toe OFF® 2.0 addition  
Toe OFF® Short  
BLUEROCKER®  
BLUEROCKER® 2.0  
kiddieGAIT®  
kiddieROCKER®

## WARRANTY

Allard USA return policy for Allard AFO products assumes that fitting has been done correctly, adjustments have been carried out according to Professional Instructions supplied and Patient Instructions have been reviewed with patient. The Patient Instructions should be given to the patient or the caregiver to take home. Our return policy is that we grant warranty for defects in material and workmanship as indicated by specific product listed below. For all Allard AFOs, warranty registration must be submitted within 10 days of initial fitting to validate warranty.

### **ToeOFF®, ToeOFF® Short, ToeOFF® 2.0, ToeOFF® 2.0 Addition, BlueROCKER® 2.0, BlueROCKER®, Ypsilon® and Ypsilon® Flow.**

Allard USA will provide at no charge to the provider, a replacement product of equal value for any Allard AFO listed above.

- Choice of specific product, as listed above, and product size is at the discretion of the provider.
- Replacement is limited to two orthoses for the same wearer that are returned within one year from date of the initial fitting of the Allard AFO.

### **ToeOFF® Custom & BlueROCKER® Custom**

The provider must inspect the product upon receipt to ensure that it meets the requirements specified in the order. If the product does not meet the order requirements, the provider must notify Allard USA immediately via email at [info@allardusa.com](mailto:info@allardusa.com) or call 888-678-6548.

Choice of specific product, as listed above, product size is at the discretion of the provider. Replacement is limited to two orthoses for the same wearer that is returned within one year from date of the initial fitting of the Allard AFO.

### **SELECT Custom AFO & SELECT Custom AFO Rigid**

Allard USA will provide at no charge to the provider, a replacement product of equal value for any Allard AFO listed above.

Choice of specific product, as listed above, product size is at the discretion of the provider. Replacement is limited to one orthoses for the same wearer that is returned within one year from date of the initial fitting of the Allard AFO.

### **KiddieGAIT® & KiddieROCKER®**

Allard USA will provide at no charge to the provider, a replacement product of equal value for either Allard AFO listed above.

- Choice of specific product, as listed above, and product size is at the discretion of the provider.
- Replacement is limited to one orthosis for the same wearer that is returned within six months from date of the initial fitting of the Allard AFO.

## “Try It - You’ll Like It” PATIENT SATISFACTION GUARANTEE

### **ToeOFF®, ToeOFF® Short, ToeOFF® 2.0, ToeOFF® 2.0 Addition, BlueROCKER® 2.0, BlueROCKER®, Ypsilon® Flow, Ypsilon®, KiddieGAIT® & KiddieROCKER®.**

Excludes: All Custom AFOs.

If the wearer, therapist, physician, or orthotist is not satisfied with the performance of the product initially fitted, Allard USA will, at the provider's discretion, provide a FREE alternative product for the wearer to try, or full invoice cost credit.

- Warranty registration must be submitted within 10 days of initial fitting to validate warranty.
- ALL Patient Satisfaction return requests must be received by Allard USA within 30 days of fitting.

## IMPORTANT

Warranty & Guarantee are valid ONLY if Warranty Registration is completed by an ORTHOTIST and submitted within TEN (10) days of initial fitting:

1. Complete warranty registration online at [www.allardusa.com](http://www.allardusa.com), or
2. Fax Warranty Registration Form to 888-952-2787, or
3. Scan and e-mail to [warranty@allardusa.com](mailto:warranty@allardusa.com)

- Product return must be made by the original provider. If the wearer does not have a record of the original provider or the original provider is no longer in business, the wearer should call Allard USA and ask for a Customer Service Specialist, who will help find a nearby facility that can help.
- Replacement does not include fitting, modification or other provider costs.
- This warranty does not cover change in function or damage done by tools, application of heat, or excessive bending/flexing back and forth of the wings.

**Warranty terms subject to change.**

**Confirm warranty when calling for Return Authorization**

## RETURN AUTHORIZATION REQUIRED

**All products returned must have a Return Authorization Number.**

**If you purchased the product from a distributor:**

Contact that company to obtain Return Authorization.

**If you purchased the product from Allard USA:**

Call toll free 888-678-6548 to obtain Return Authorization.

**For additional questions:**

Please contact Allard USA prior to returning any products.

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**Toll Free: 888-678-6548**  
**Warranty Fax: 888-952-2787**  
**[www.allardusa.com](http://www.allardusa.com)**