

## General and Limited Warranty

All shipments are warranted to be correct and complete. The **buyer has 30 days** from date of shipment to file a claim to the contrary. If verified, CUSHMAKER.com™ will arrange to replace or ship the item in question immediately at no cost to the buyer.

A claim should be filed immediately with the shipping company and CUSHMAKER.com™ for any item damage in route. **Do not remove the items from the box** without further instruction from our customer service representative. We will take the appropriate steps to assist you.

All foam and metal components manufactured by CUSHMAKER.com™ are warranted against defects in material or workmanship for **one full year** from date of purchase. Upholstery is warranted against defects in material or workmanship for three months from date of purchase. If a problem occurs during a warranty period, **we will immediately arrange to repair or replace the item at our discretion.** *(This warranty does not apply to items that have been altered, abused or accidentally damaged by the dealer, buyer or consumer.)*

## Return Policy

All returns of standard manufactured components due to an ordering error are subject to a 15% restocking fee, and all items returned must be in new and re-sellable condition in order to receive any credit. **Custom fabricated components may not be returned for credit under any circumstance.**

## Dealer Warranty For Custom Molded Seating Systems

As with any intimately fitting anatomical device, such as an orthosis, prosthesis or custom molded seating system, minor adjustments may be required after delivery to insure a proper fit. This is often referred to as fine-tuning. Adjustments to fine-tune the installation or fit of a custom molded seating system are an integral part of the dealer's responsibility. The fine-tuning may include any one of the following: adjust or retighten hardware, change alignment or addition/removal of foam in a specific area.

CUSHMAKER.com™ does not guarantee that the components ordered by a dealer are appropriate for their client, will stop the progression of deformity or will prevent the development of pressure sores. Too many factors within the realm of ADL affect these outcomes. These factors include: transfers into and out of the wheelchair; positioning of the client by the attendants, aides or medical personnel; nutritional intake; application of the appropriate harness or posture aids, etc.

CUSHMAKER.com™ is only liable to make systems or components according to the purchase order specifications. The consumer/client and outcome remains the responsibility of the dealer. As such, the dealer also maintains responsibility to ensure that the client and caretakers are properly informed as to the proper use and care of the systems or components sold to the dealer by CUSHMAKER.com™.

Physiological changes to the client requiring modifications to the seating system (or components) must be addressed by the dealer or contracted to CUSHMAKER.com™ to make the necessary changes.