

Symmetric Designs' Warranty

Any Symmetric Designs Product found to be defective in material and workmanship during normal use will be repaired or replaced at Symmetric Design's discretion as follows:

- Wheelchair Accessories and Headrest Hardware - 2 year
- Cervical Collars- 1 Year
- Free Form 2 balls and modules - 5 Years
- Free Form Covers – 1 year
- Savant Headrest – 1 year
- Axion Rotary Interface – 1 year
- Knee and Elbow Orthoses – 1 year

Symmetric Designs makes no other warranties regarding Symmetric Designs products, express or implied, including but not limited to any implied warranty of merchantability, fitness for a particular purpose or non-infringement.

Symmetric Designs' Return Policy

All returned items must be labeled with a return authorization (RA) number which can be obtained by calling Symmetric Designs' customer service department at 250.537.2177. An RA number is valid for 30 days from the date of issue. All returns are subject to inspection by us and returns will be charged a restocking and/or rework fee, at our discretion. The standard restocking fee for unopened, unused items is 15%.

Custom fabricated products may not be returned.

Soft Goods (Headmaster Collar, Savant Headrest, Knee and Elbow Orthoses, TOT Collar) may not be returned.

Although our quality control system is excellent, and errors are very rare, they do sometimes occur. Should you experience any problem, please report it to Symmetric Designs' customer service department as soon as possible so we may take the necessary corrective action.

- Standard non-custom Free Form may be returned within 45 days of delivery to by the customer if they are in their original, packaging and box. Must be like new condition. Shipping is the responsibility of the customer.
- All standard non-custom returns are subject to a 15% restocking fee.
- Custom Free Form is non-returnable

Symmetric Designs' Liability

- Symmetric Designs' liability and the buyer's remedies regarding Symmetric Products will be limited solely to repair, replacement or credit at Symmetric Designs' option, with respect to Symmetric Products returned to Symmetric Designs within the applicable time periods specified under the Warranty Policy above.
- Symmetric Designs' liability will in no event be greater in amount than the purchase price of the products. Symmetric Designs will not be liable, under any circumstance, for consequential or incidental damages, including, but not limited to, labor costs or lost profits resulting from the use of or inability to use the products or from the products being incorporated in or becoming a component of any other product. Symmetric Designs will not have any negligence or other tort liability to you, or any third party, arising from the products.
- We reserve the right to continue to provide state-of-the-art products. Therefore, specifications may be changed without prior notice. Symmetric Designs Ltd. shall not be responsible or liable for misapplication or misuse of our products. We recommend experienced professionals be consulted in selecting and applying our products.