



## **RETURNS OR REFUNDS**

This is a custom-made product based on user specifications making it impossible to resell products if they were to be returned. Users are encouraged to reach out prior to placing orders if they have questions about sizing, fit, design features, or color options so they know what to expect upon receiving their prosthetic cover. The covers can be modified using a heat-gun and heat forming instructions are included with every purchase. If you do not feel comfortable doing this on your own, users are encouraged to ask their prosthetist about getting a cover through them (keep in mind you may be charged a service fee for their time and expertise).

## **WARRANTY**

The ALLELES™ Design Studio Ltd. will offer a replacement for defective or broken covers up to 3 months from purchase date. Warranty does not include paint or damages to cover from heat molding or client manipulation outside of the intended use. As this is a custom product, The ALLELES™ Design Studio Ltd. will NOT issue credit or refund.

After 3 months, covers will be replaced on a prorated scale. The ALLELES™ Design Studio Ltd will, on occasion, honor claims outside of this warranty window for pre-determined issues.

All warranty replacements must be the same design and the same color as the original order.

The ALLELES™ Design Studio Ltd will include heat molding instructions and technical contact information with every order. End users are encouraged to reach out prior to any major adjustments.

Covers ordered with incorrect measurements will be replaced at a prorated cost of 50% of the original design plus the cost of shipping. If you have concerns or questions about measurements please reach out prior to placing your order.

The ALLELES™ Design Studio Ltd. reserves the right to withhold warranty claims at their discretion. All warranty refusals will include a written response outlining the reason.

All approved warranty claims will be processed and shipped within 14 days of approval. End user is responsible for the cost of shipping.

Please note: The SOLO Carbon will incur an extra fee of \$100 to cover the cost of finishing.