



WARRANTY CARD - ORTHOSIS

Model:

Serial Number:

Seller:

TERMS OF WARRANTY

1. Coverage and Guarantee Period

- 1.1. Wimba PRO products are guaranteed against defects or failures in materials, for a period of **12 months** from the date of receipt by the veterinary clinic or animal physiotherapy center.
- 1.2. The warranty is applicable only to Wimba PRO products, including prostheses, stifle braces, and carpal/tarsal orthoses in version 2.0.

2. Exclusions

- 2.1. Normal wear and tear on replaceable components, such as liners, straps, and fasteners.
- 2.2. Damage caused by improper use, handling, or modifications not authorized by Wimba.
- 2.3. Destruction or chewing by the animal.
- 2.4. Damage resulting from extreme environmental exposure or non-recommended usage.
- 2.5. **WIMBA devices are intended for injured and sick animals, who even once recovered may be compromised. They are not intended for agility competition support and other extreme activities.**

3. Conditions for Maintaining Warranty

- 3.1. Wimba PRO products must be used, stored, and maintained in accordance with the **Wimba PRO User Guide**.

3.2. Any unauthorized repairs, modifications, or tampering void the warranty.

4. Warranty Claim Process

4.1. Submitting a Claim

4.2. Complaints must be submitted using the service request form provided by WIMBA within the warranty period.

4.3. Required documentation includes:

4.3.1. Proof of purchase (invoice with serial number and purchase date).

4.3.2. Clear images or videos of the defect or damage.

4.3.3. A detailed explanation of the issue and conditions under which it occurred.

5. Evaluation Process

5.1. All claims will be evaluated by Wimba's technical team within **10 working days**. Complex cases may take longer, with prior notification.

6. Resolution Options

6.1. Replacement of defective components.

6.2. Full product repair or refurbishment.

6.3. Complete product replacement if repair is not possible.

6.4. Refunds are rare and issued at Wimba's discretion, with deductions for shipping, consultation, and other applicable fees.

7. General Limitations

7.1. Non-Refundable Products

7.2. Custom-Made Devices

7.2.1. Wimba PRO products are custom-designed for individual patients and are non-refundable except in exceptional cases.

7.2.2. Refunds, if granted, will exclude fees for:

7.2.2.1. Consultation and designing - no more than 50% of the final price of the product

7.2.2.2. Shipping and handling.

7.2.2.3. A flat processing fee of \$50 to cover administrative costs.

8. Limitations and Responsibilities

8.1. Owner Responsibilities

8.1.1. The life expectancy of Wimba PRO products depends on proper usage, the animal's activity level, and maintenance.

- 8.1.2. Owners are expected to replace components subject to normal wear, such as straps, liners, and fasteners.

8.2. **Limitations of Liability**

- 8.2.1. Wimba is not responsible for damage caused by:
 - 8.2.1.1. Improper measurements or data provided by the buyer.
 - 8.2.1.2. Shipping delays or issues caused by the carrier.
 - 8.2.1.3. Unauthorized modifications to the product.

9. **Repair and Maintenance Services**

9.1. **Repair Requests**

- 9.1.1. Repairs not covered under warranty will incur costs for parts, labor, and shipping.
- 9.1.2. Pictures or videos of the damage must be provided to determine the repair process.

9.2. **Replacement Components**

- 9.2.1. Replaceable components such as straps, liners, and fasteners are available for purchase.
- 9.2.2. Specialty components for pets with allergies or skin sensitivities can also be arranged.

10. **Material Quality & Performance**

- 10.1. Wimba PRO products are fabricated using advanced materials for durability, comfort, and safety.
- 10.2. Liners and straps are orthopedic-grade and hypoallergenic, designed to minimize irritation.
- 10.3. Wimba PRO products are tested for high-wear durability and are suitable for active and rehabilitative use.
- 10.4. The durability of the product may be affected by factors such as extreme heat, moisture, or rough terrain. Owners should limit usage in such conditions to prevent premature wear.

10.5. However, misuse or continuous extreme use may reduce the product's lifespan.

11. **Changes to the Warranty Policy**

- 11.1. Wimba reserves the right to amend the warranty policy. Changes will be effective immediately upon publication on the official Wimba website.

Conclusion

By purchasing Wimba PRO products, customers agree to these warranty terms and conditions, which aim to ensure the highest quality and satisfaction.