

WIMBA Pet Parent Responsibilities



We're so excited that you have decided to join the WIMBA family! By ordering a WIMBA orthosis or prosthesis through a WIMBA Provider, the following responsibilities when using this medical device are inherent.

1. **Information Review:** The Pet Parent is responsible for reviewing the warranty policy, pet parent resources, pet parent guide, and this document. You can find these documents in your Pet Parent Knowledge Base - knowledge.wimba.vet/pet-parents

2. **Pet Parent Reporting:** We want you and your pet to have the best experience possible. Because of this The Pet Parent is responsible for immediately notifying their WIMBA Provider of any concerns, including but not limited to wear spots, skin breakdown, potential device defects, or improper fitting. A "device defect" refers to premature breakage of 3D-printed materials, TPU cushions, WIMBA tokens, or other brace structures. Additionally it is crucial to follow all instructions from your DVM/Rehab Clinician.

3. **Exclusions of Warranty:**

The Pet Parent will be responsible for:

- General wear and tear of the device
- Repairs or reprinting required due to non-compliance with the "Care of Device" instructions
- Damage caused by the dog chewing, destroying or loss of device

4. **Payment Responsibility:** Failure to notify your WIMBA Provider, infrequent use, or non-use of the device does not relieve the Pet Parent from payment obligations for adjustments, redesigns, or reprinting.

5. **Manufacturer and Warranty Claims:** The Pet Parent acknowledges that WIMBA is the manufacturer of the brace. **All concerns about the orthotic must be communicated through your WIMBA Provider.** This is for your pet's safety as this is a prescribed device, unique to your pet. Claims must be submitted to your WIMBA Provider, along with photo/video evidence, for processing.

No Guarantee of Outcome

All parties want what is best for your pet, but it is important to understand that a successful outcome or prognosis cannot be guaranteed. WIMBA makes no claims that any device alone cures or improves all conditions.



We broke the mold on pet orthotics.