

# Motion Control Repair Policy

Motion Control is committed to servicing all products it manufactures and sells, and returning repaired products to as near-new functionality as is possible and reasonable. This includes both in-warranty and out-of-warranty repairs. Loaner devices can be provided for use by the customer at no cost, as available. All shipping costs for loaner devices are paid by the customer. Repairs have a 90 day warranty.

## Warranty Repairs

In the event of a defect, malfunction or other failure of the product during the warranty period, not caused by any of those items set forth in Exclusions below, Motion Control shall quickly remedy such failure or defect, without charge to the customer, within a reasonable period of time (see separate Motion Control Limited Warranty Agreement). The remedy shall consist of repair or replacement of the product at Motion Control's sole discretion. Replacement units may be either new or reconditioned units in near-new condition. Determination of the damages or defects to be covered under the Limited Warranty shall be made by Motion Control personnel. The customer is responsible for shipping costs to Motion Control, and Motion Control pays return shipping costs.

## Exclusions

This agreement does not include:

1. Prosthetic services for fitting and maintaining the prosthesis made and used with the product.
2. Damage caused by neglect, misuse or improper operation by anyone other than the seller.
3. Damage due to accident, fire, water, vandalism, unsuitable environmental conditions or replacement parts not approved or recommended by Motion Control.
4. Damage or defects occurring prior to the beginning of the Agreement, except as covered under a previous warranty agreement.
5. Modifications to the product which occur during the period of the Agreement except by mutual consent of the parties in writing, including payment of additional charges as specified by the seller.

## Out-of-Warranty Repairs

In the event of a defect, malfunction or other failure of the product after the expiration of the warranty period, upon receipt of the product, Motion Control will inspect the device and provide an estimate of repair costs including parts and labor. The remedy shall consist of repair or replacement of the product at Motion Control's sole discretion. Replacement units may be either new or reconditioned units in near-new condition. If the customer wishes to proceed with the repairs, Motion Control shall quickly complete such repairs within a reasonable period of time. If the customer decides to not have the device repaired, a nominal evaluation fee may be charged. Shipping to and from Motion Control and repair costs shall be paid by the customer.



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