

Warranty

Manufacturer's Warranty:

In the event of defective material or faulty craftsmanship, Alatheia Prosthetics will repair or replace this product without charge within one (1) year of delivery.

Repair Warranty:

A repair warranty of two (2) years, will enable this prosthesis to be repaired free of charge (not including shipping and handling).

Alatheia Prosthetics reserves as its option, the right to credit, repair or replace an "in-warranty" Dermatos[®] prosthesis. The warranty is void if damaged prosthesis is not replaced or repaired in a timely manner by Alatheia Prosthetics or if the prosthesis is subjected to abuse, neglect, alteration, modification, improper repair and/or maintenance performed by anyone other than Alatheia Prosthetics. This warranty does not cover damage as the result of normal wear and tear or if oils have been allowed to penetrate the skin matrix. Adherence to Alatheia's care and usage instructions will result in a long-lasting prosthesis. Any questions regarding care and usage should be directed to info@alatheia.com.

Your remedy under this warranty is to first contact us by e-mail or phone. We will acknowledge this by e-mail and issue you a return authorization number. Upon receipt of the prosthesis at our facility we will attempt to determine the root of the problem and ascertain the solution. We will contact you with our findings and take necessary steps to resolve the issue.

Exclusion:

Myo-Derm[™] bionic skin coverings will be repaired or replaced without charge within one (1) year of delivery. Acrylic fingernails are not covered under warranty with Myo-Derm[™] bionic skin coverings.

Refurbishment Service:

During the warranty period, a free two (2) year, three (3) time refurbishment service will enable this prosthesis to be visually restored, removing shine and rejuvenating its original matte surface (not including shipping and handling). Refurbishment service should be scheduled by appointment.