

Right of withdrawal policy

We have a 30 day right of withdrawal policy for prefabricated products. This applies to orthoses that have not been used and where the packaging is in an unchanged condition. Used orthoses and customized prefabricated orthoses will not be refunded. The policy does not apply to shipping costs.

Warranty and returns

Scandi Orthopedic's terms of warranty for our prefabricated products requires that measuring and fitting has been done according to the instructions provided by Scandi Orthopedic. The warranty covers manufacturing faults.

The warranty means that Scandi Orthopedic undertakes to rectify the fault or replace the faulty product / product component within three months from the date of trying out the orthosis.

No warranty is payable for external damage. The warranty does not cover the cost of trying out the product or the cost of shipping. For warranty processing a written reference is required, and normally the faulty goods in return. Warranty and claims Sale of Goods Act (1990:931)

Contact us for questions regarding the product.

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