

Contract with Healing Arts Animal Care for an Orthopets Device

Client Responsibilities:

I have had all reasonable options for my pet's condition explained to me, my questions regarding my pet's options and condition have been answered, and I have chosen an Orthopets device.

This contract applies only to the device we are ordering at this time, and a new contract will be needed for any additional for future devices.

I take the responsibility for notifying Healing Arts Animal Care immediately for any adjustments needed including but not limited to wear spots, skin irritation or break down, device defect, and improper fitting. A device defect is defined as premature breakage of plastic super structure, mechanical joints, plastic loop holders, and rivets.

I understand that I am responsible for wear and tear of soft goods such as straps, Velco, pads, foam and tread and the associated costs for repair or replacement.

Any repair that is due to non-compliance with the "Care of Device" instructions is my financial responsibility.

If I do not follow through with the proper wearing schedule or fail to remain in contact with Healing Arts Animal Care during the contracted adjustment period, I understand that I am not allowing the device to work properly and take responsibility for the increased risk to my pet's condition and any deterioration that results. I understand that these changes can result in the need for remake, adjustment or refurbishment of the device at my expense.

I understand that this is a prescription device and should only be ordered and fabricated by a veterinarian with experience in orthoses and prostheses.

Fabrication:

I authorize Healing Arts Animal Care to send pictures and videos of my pet to Orthopets .

I understand that the device will normally shipped to Healing Arts Animal Care within 2-3 weeks of Orthopets receiving all components of the order. This time frame is subject to change according to fabrication capacity and ordering of supplies. Healing Arts Animal Care will contact you if any changes need to be made.

I understand that Healing Arts Animal Care will depend on the expertise of the orthotist/prosthetist to get the very best fit for your pet. There are times that this increases our time of fabrication so that we can consult properly.

I understand that based on the calculations and consultation by the orthotist/prosthetist, additional photos or measurements might be needed prior to fabrication. This will improve the fit, comfort and function of your device. I understand that this might require an additional trip into Healing Arts for me and my pet.

Warranty:

Healing Arts Animal Care will provide 2 adjustments within 2 months of your first fitting appointment. An adjustment can include consultation with Orthopets, grinding of the shell, trimming of the foam, adding padding, or minor remodeling of the shell. Ultimately we want your pet to be comfortably weight bearing within the first 2 months and ask that you have good follow through to help us with this goal.

I understand that my warranty is voided if anyone other than Orthopets or Healing Arts Animal Care has performed an adjustment to the device.

Adjustments:

I understand that adjustments are a normal and expected part of the custom device orthotic device process.

_____ I understand that adjustment beyond the first 2 will be charged at the hourly rate of \$100 per hour for time spent with you, consultation time and time adjusting the device. We are reasonable people and want it to be right for your pet as much as you do.

_____ Some adjustments require we send the device back into Orthopets. Healing Arts Animal Care will discuss any potential charges for these adjustments prior to shipping. I understand that shipping costs are my responsibility.

Long term care:

_____ Permanent braces: I understand that part of having an orthosis/prosthesis is that it will age with my pet. This means that adjustments may be needed over time as your pet's body changes. This usually just means needing adjustments to the padding as the muscles change with age, but in some cases can require a whole new device. I understand that there will be fees associated with these visits and adjustments.

_____ I understand that over time the brace will need maintenance through Healing Arts Animal Care. This can include, but not be limited to, new tread on the bottom of the device, or replacing worn parts (hinges, Velcro, padding). I am responsible for the associated fees of these repairs.

_____ Braces for recovery: I understand that the ideal goal for my pet is to work toward NOT having the device in the future. This means that under Healing Arts Animal Care's supervision we will be changing the device as your pet needs it less and less. I understand that there will be costs associated with these recheck visits. If physical therapy is ongoing, those fees will sometimes be absorbed in therapy costs.

_____ Having a device that allows for return to function is not a guarantee of function in the future. Every pet heals differently. I understand that despite appropriate care, sometimes a recovery device is needed for the life of the pet.

Payment:

_____ Casting and consultation: At the time of cast fitting there is a \$300 fee that includes

(1) Casting time, materials and expertise

(2) Consultation for the fabrication of the device. Most of this happens after you leave with you pet as we spend significant time preparing your pet's case with Orthopets.

(3) Your pet's fitting appointment and consultations with Orthopets regarding fit and function

(4) 2 adjustments (see above) if needed.

I understand that this fee is not refundable if it is determined that your pet is not a candidate for a device. We generally do consulting ahead of time to avoid this issue, but on a rare occasion, the cast is the determining factor.

_____ Deposit on device: At the casting appointment there is a \$1000-1250 deposit for the device itself. I understand that there is variability in the cost and design of the device based up on my pet's particular needs. When Healing Arts Animal Care has completed consultation on my case with Orthopets and the proper configuration of the device is determined, I will be notified of the final cost of the device. This deposit is non refundable unless your pet is determined not to be eligible for a device.

_____ In the unfortunate event of a patient's death during fabrication, I will be responsible for the material and labor used up to that point in the process.

_____ In the event that the device is lost, I am responsible for all replacement costs.

Signature: _____

Date:

Printed name: _____