

Townsend Product Warranty Information

Townsend's warranties are intended to eliminate or reduce a customer's cost of resolving issues related to fit quality, material defects and/or compromises to the structural/functional integrity of the product for a defined period of time. Townsend strives to fabricate its products using quality materials and fabrication processes, and the company stands behind the workmanship, quality and durability of the braces and rehabilitation devices we manufacture. During and after the warranty period, we appreciate having the opportunity to work with medical professionals in a timely and reasonable manner to resolve any issues related to the fit, performance and durability of our products. Please review these product warranty summaries. Warranty information is routinely shipped with the product.

Custom Graphite Shell Knee & Elbow Braces Replacement parts including straps, chafes, hinge covers and comfort padding are guaranteed against defects and unnatural wear for six months. There is also a six month initial fit warranty and free remold/remake service (from the date of fabrication) if the patient experiences any fluctuation in weight or leg size. A new cast, scan or tracing may be required. If at any time (lifetime warranty) the shells or hinges on a custom graphite brace fail or are structurally compromised during routine and customary activities, Townsend will repair or remake the brace at no charge. NOTE: The shells and hinges on knee braces fabricated with Trigger Lock Hinges are covered by a one year warranty.

Custom And Pre-Sized Aluminum Frame Knee Braces Replacement parts including straps, chafes, hinge covers and comfort padding are guaranteed against defects and unnatural wear for six months. For custom braces, there is also a six month initial fit warranty and free remold/remake service (from the date of fabrication) if the patient experiences any fluctuation in weight or leg size. A new cast, scan or tracing may be required. For one year from the date of sale, if the frame or hinges on a rigid aluminum frame brace fail or are structurally compromised during routine and customary activities, Townsend will repair or replace the brace at no charge.

Custom Premier Ankle Brace 30-day free remold/remake service (from the date of fabrication) to resolve any initial fitting issues. A new cast or leg scan may be required. For one year from the date of sale, if the graphite shell, foot plate or hinges fail or are structurally compromised during routine and customary activities, Townsend will repair or replace the brace at no charge. Replacement parts including straps and pads are guaranteed against defects and unnatural wear for six months.

Custom Premier Series KAFO and AFO Braces 30-day free remold/remake service (from the date of fabrication) to resolve any initial fitting issues. A new cast or leg scan may be required. For one year from the date of sale, if the carbon graphite shell, foot plate or hinges fail or are structurally compromised during routine and customary activities, Townsend will repair or replace the brace at no charge. Replacement parts including straps, chafes, hinge covers and pads are guaranteed against defects and unnatural wear for six months. Additional charges may apply if the customer requests modifications that are different than the original brace specifications (i.e. different model, different hinges, different foot plate, etc.), or if inaccurate information was originally provided.

KAFO/AFO Ankle Joints Ankle joints sold as components for use by a practitioner who is fabricating a KAFO or AFO are backed by a one year limited warranty (from date of shipping). The supporting superstructure of the brace should be adequate to prevent abnormal or unreasonable loads on the joints. A 90 day warranty is provided on dorsi assist bands sold with certain ankle joints.

Post-Op Braces and Shoulder Slings Postoperative ROM braces and arm slings are designed for use by an individual patient for a short duration (generally no more than 8 weeks). If one of these rehabilitation devices has material defects, fails or is functionally compromised when worn under normal conditions, Townsend will repair or replace the device at no charge for 90 days from the day of purchase.

Sport Series & SoftForce Reliever Braces (Soft Shell Hinged Braces) Based on normal conditions and use, the aluminum hinges and straps on Sport Series ligament instability braces are covered by a six month limited warranty. The sleeves are covered by 90 day warranty against material defects and unnatural wear. For SoftForce Reliever OA knee braces, the entire product is backed by a one year warranty -- if there is a material defect or any functional compromise to the product, Townsend will repair or replace the brace.

TD Walkers and TSB Walking Boots Walking boots are designed for short-term use (no more than 120 days) by a single user. For 90 days from the date of purchase, any boot with a material defect or that shows unnatural wear to the boot shell, bootie or straps under normal conditions will be replaced at no charge to the customer.