

## Warranty and Return Policy

### Limited Product Warranty

- Regal offers limited warranty under normal use and conditions.  
**(Note: please read carefully the Appendix A: Guideline for Warranty and Return Policy as it involves extra costs for some returns and no warranty for some product features)**
- Regal Silicone Prostheses are warranted against defects in workmanship.
- The warranty starts the date the product is delivered to the patient. (a proof of fitting/delivery date with serial number of product is required). Without proper documentation, the delivery date to the practitioner will be the default warranty start date.

### Our Warranty DOES NOT INCLUDE:

1. Trial prostheses;
  2. Daily wear and tear (e.g. repeated rubbing or friction against clothing, fabrics or other surfaces);
  3. Tear caused by sharp objects, fingernails, claws, bites or tools;
  4. Footcovers that are damaged or cut due to the shape of the footwear or sharp edges in shoes;
  5. Donning and doffing of the passive inner foam hand;
  6. Excessive repeated finger bending that causes damage or breaks the inner finger wires or finger hinges;
  7. Excessive use of the hand to carry heavy loading such as bags or using it to support or push the body;
  8. Product has been damaged due to misuse, operation beyond capacity, parts damaged by improper installation, exposed to a corrosive environment, any modification or repair by others that materially or adversely affected the product;
  9. Guideline for Warranty and Return Policy listed in the Appendix A
- In the case where it is not clearly evident whether the damage is due to either a production defect or normal wear and tear or improper use, Regal reserves the right to make the final determination;
  - Regal may recommend an extra feature or adjustment to the prosthesis to prevent the reoccurrence of the damage which may be subject to extra charge.

### Terms of Sale

#### Order Cancellation:

- Orders can be cancelled free of charge within 48 hours after the order is confirmed by customers. Any orders that are cancelled after 48 hours will be billed full amount.
- Semi-Custom Made (SCM) orders:
  - 1) Trial prosthesis was sent and the customer decided not to make final prosthesis and the trial prosthesis return to us. (50% of the amount of the final prosthesis will be billed)
  - 2) Trial prosthesis was sent and customer decided not to make final prosthesis and that the trial prosthesis does not return us. (100% of the amount of the final prosthesis will be billed)

### Return Authorisation

- Where defects occur, prepare the barcode serial number and inform Regal immediately (Barcode serial number can be found in either inside the prosthesis or on the front cover of the instruction booklet which comes along with the prosthesis);
- Take clear pictures of the damaged area;
- Explain how the damage occurs (e.g. occurs while donning);
- A Return Authorisation (RA) number must be obtained from Regal prior any goods being shipped for repair / replace / credit;
- Customers MUST mark the RA number when returning the prosthesis;
- Goods return without prior approval or without the Return Authorisation (RA) number are subject to refusal and will be returned at the customers' expenses;
- Freight charges for the original shipment remain the responsibility of the customers unless the error is due to incorrectly shipped item;
- Please inspect all orders immediately upon receipt. Contact Regal within five business days in the event of errors or damage;
- Guideline for Warranty / Return Policy is shown in Appendix A of next page  
**(Note: please read carefully the Appendix A: Guideline for Warranty and Return Policy as it involves extra costs for some returns and no warranty for some product features)**

## Appendix A: Guideline for Warranty and Return Policy

### Products WITHOUT optional features

The warranty starts the date the product is delivered to the patient. (a proof of fitting/delivery date with serial number of product is required). Without proper documentation, the delivery date to the practitioner will be the default warranty start date.

	Within 3 months	3-12 months
Return goods that is still in brand new condition	Return for replacement / Return for credit (15% restocking fees)	
Return goods that is used, old or cannot be resold	Return not acceptable	
Return goods for repairing and can be repaired	Repair under warranty without extra charge	
Return goods for repairing but cannot be repaired or would not be durable after repairing <i>(Note: Regal will determine if it is suitable for repairing)</i>	One time replacement under warranty without extra charge	Treat as new order with 20% discount <i>(Note: the warranty begin date of the old prosthesis will be carried forward to the new prosthesis)</i>

### Products WITH optional features

The warranty starts the date the product is delivered to the patient. (a proof of fitting/delivery date with serial number of product is required). Without proper documentation, the delivery date to the practitioner will be the default warranty start date.

	Within 3 months	3-12 months
<b>Optional feature: Dual / Custom Coloring</b> Return due to color not satisfied	Return not acceptable (Before making Final prosthesis, Trial prosthesis for color checking can be required with extra costs)	
<b>Optional feature: X series</b> Return due to X series characteristics not satisfied	Return not acceptable	
<b>Optional feature: Acrylic Nails</b>	Repair under warranty without extra charge	Repair with extra costs
<b>Optional feature: Smooth Coating</b>	Not covered by warranty	
<b>Optional features: Wired Fingers, Hinged Fingers and Reinforced Fingers</b>	Repair under warranty without extra charge	
<b>Optional features: SCM (semi-custom made), Glue To Socket, Zipper and Custom Filling</b> Return of the Final Prosthesis for repairing and can be repaired	Repair under warranty without extra charge	
<b>Optional features: SCM (semi-custom made), Glue To Socket, Zipper and Custom Filling</b> Return of the Final Prosthesis for repairing but cannot be repaired or would not be durable after repairing <i>(Note: Regal will determine if it is suitable for repairing)</i>	One time replacement under warranty without extra charge	Treat as new order with 20% discount <i>(Note: the warranty date of the new prosthesis is the date the new prosthesis is delivered to the patient)</i>
<b>All Products WITH Optional features are not allowed for returning for credit</b>		