

RCM Enterprise LLC *dba* Naked Prosthetics sells solely to Prosthetic and Orthotic facilities who employ certified and licensed practitioners, i.e. Physicians, Prosthetist/Orthotist, Occupational and Hand Therapists; credentialed to fit the device(s) to the patient/amputee. We do not sell our devices directly to amputees. If you are an amputee, and interested in one of our devices, please talk to your prosthetist to see if it might be suitable for you.

Customer Accounts

New Accounts

Orders will be shipped C.O.D until credit has been established. Open accounts will be established only after receipt of a completed credit application. Request an application by telephone at 360-915-9724 or by email at credit@npdevices.com

Open Domestic Accounts

Once a completed and signed credit application has been received and approved, the account will be open with terms of NET 30. If we are unable to approve credit application, then the account will remain on C.O.D. or C.C. until an open account is approved.

Past Due Accounts

We reserve the right to suspend shipments if any portion of an account becomes past due. If a customer's account is turned over to an outside collection agency, the customer will be responsible for any collections, and attorney fees. **Outstanding account balances are subject to a 1.5% per month service charge; an effective annual rate of 18%.**

Prices and Payment Terms

Contact Customer Service for a copy of our most recent price list. Naked Prosthetics offers a 2% prompt pay discount if the customer pays an invoice within 15 days; all invoices are due and payable within 30 days (net 30) of the invoice date. Payment must be in U.S. dollars, all major credit cards and checks are accepted. Naked Prosthetics reserves the right to alter product design, specifications, materials and prices without prior notice.

Ordering, Cancellations & Returns

Placing An Order

You may place an order via phone, fax or email. If you are ordering for the first time, or would like us to evaluate your patient's candidacy, contact Customer Service at 360-915-9724 or US Toll Free at 888-977-6693; and we will be happy to assist you.

Shipping Policy

Products are shipped from Naked Prosthetics. Each package is insured against loss or damage. The customer is to inspect immediately and notify Customer Service of any damaged goods within 24 hours of receipt.

Cancellation Policy

If the order is canceled for any reason after the device(s) is/are submitted for design, but prior to manufacturing, we will charge/retain a minimum \$500 cancellation fee.

Return Policy

Call customer service within three business days in the event of errors or damage. No returns will be accepted without prior authorization.

Limited Warranty

Warranty Returns

For warranty return information, please review the instruction for use accompanying the device or contact Customer Service at 360-915-9724. Warranty returns are handled on a case-by-case basis at the discretion of Naked Prosthetics. The warranty registration form must be completed and returned to the company for the warranty to be effective.

To qualify for warranty implementation, the *Warranty Claim Form* must be fully completed and shipped with the returned device. Contact Customer Service at 360-915-9724 or US Toll Free at 888-977-6693; to inform of the reason for return and to request Warranty Claim Form. *Please be aware our warranty policy is subject to change; in all cases our current warranty policy is published on our website.*

Limited Warranty Defined

The specific limited warranty covering your Naked Prosthetics device is governed by the law of the state or country in which it was purchased, and applies only to products purchased from Authorized Naked Prosthetics distributors or Naked Prosthetics directly.

Naked Prosthetics Devices are warrantied to the original owner by Naked Prosthetics. Naked Prosthetics guarantees against manufacturing defects in materials and/or workmanship for a period of twelve (12) months from the date of original purchase. This warranty applies only to the original owner of a Naked Prosthetics device and is not transferable to subsequent owners. Silicone pads, shims or other soft components are considered consumables and are not covered under this warranty. Wear over time is expected and can be replaced at the expense of the patient.

This warranty is not meant to propose or infer that your Naked Prosthetics device cannot be broken or that it will last forever. It does mean that the Naked Prosthetics device is covered subject to the terms of the herein limited warranty.

Requested adjustments or replacement of a Naked Prosthetics device for cosmetic color changes, are not covered under the herein warranty and such requests will incur additional fees as determined by Naked Prosthetics. There will be a separate charge for replacements, adjustments or repairs that are made as a result of abuse, impact, or rough wear, which may occur from sports, non-vocational, or unusual vocational activities.

This warranty is void if the Naked Prosthetics device is subjected to abuse or neglect; at Naked Prosthetics' discretion. This warranty becomes void immediately if the prosthetic device has been adjusted, repaired or altered by anyone other than an authorized Naked Prosthetics distributor or Naked Prosthetics directly.

Your Naked Prosthetics device is made to your individual measurements, properly aligned and fitted corresponding to your anatomical condition at the time of measurement.

Since each Naked Prosthetics device is custom fabricated specifically for the anatomy and medical condition of each individual at the time of measuring, the prosthetic device cannot be returned for credit or refund.

Limited Warranty Defined (Continued)

During the duration of this limited warranty, Naked Prosthetics will either repair, or at our option, replace any defective prosthetic device with the same or most nearly comparable model then available. The design of each Naked Prosthetics device is subject to a program of ongoing reappraisal. Naked Prosthetics reserves the right to introduce changes and withdraw products without notice. At the option of Naked Prosthetics, a replacement product may be a new design of the current prosthetic device model.

THIS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. ANY AND ALL OTHER REMEDIES AND DAMAGES THAT MAY OTHERWISE BE APPLICABLE ARE EXCLUDED, INCLUDING, BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PUNITIVE DAMAGES. THIS IS THE ONLY WARRANTY MADE BY NAKED PROSTHETICS ON ITS PROSTHETIC FINGERS AND COMPONENTS, AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ANY WARRANTIES THAT MAY OTHERWISE BE IMPLIED BY LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

This Limited Warranty gives the consumer specific legal rights. The consumer may also have other legal rights which vary from state to state or country to country. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages or warranties. The above limitations or exclusions may not apply to you. If it is determined by a court of competent jurisdiction that a certain provision of this limited warranty does not apply, such determination shall not affect any other provision of this limited warranty and all other provisions shall remain in effect.

Governing Law and Jurisdiction

This Agreement and all matters relating thereto will be construed and controlled by the laws of the State of Washington, without regard to the conflict of laws and the provisions thereof, and each Party consents to the exclusive jurisdiction of the federal and state courts located in Thurston County, Washington, USA.