

# Pindot Product Policies

Effective 11-1-08



## Cushion Remake Policy

A cushion remake is available under the following guidelines:

- The client's seating system does not fit. (Changes to the remake cushion, other than for the purpose of proper fit, will result in additional charges.)
- For a ContourU, a splint, new cast or new digital file is required if changes are other than dimensional. For a Silhouette, a new impression is required. Modified cushions cannot be accepted, as they are not a reliable source of shape information.
- A new order form must be submitted for the remake.
- For ContourU products, 2 remakes can be requested within 180 days from date of shipment of the original cushion.
- For Silhouette products, 2 remakes can be requested within 90 days from date of shipment of the original cushion.
- The customer must contact the Pindot Customer Service (800) 451-3553 or [ElyriaCustomSeating@invacare.com](mailto:ElyriaCustomSeating@invacare.com) to obtain a Return Authorization (RA) number.
- Referencing the Return Authorization number, return the items in question. Full credit will be issued for the items received, subject to inspection. (Returned accessories must be in like-new condition to receive a credit.)
- When a remake is necessary for "contour-fit" reasons and there are changes to original options, a 25% restocking fee will be applied to the returned order.

## Return Policy

Invacare Return Policy does not allow for the return of custom-made products. Custom-made seating systems are not returnable.

Invacare will accept other unused returned product, such as mounting hardware or simulators, according to the following guidelines:

- A customer has 30 days from receipt of an order to obtain a Return Authorization.
- A 25% restock fee will be assessed.
- The customer will have 30 days after receiving the Return Authorization number to return the product.

## Warranty Policy

Pindot seating products are warranted to be free from defects in materials and workmanship. Listed below are the applicable warranty periods, based on date of shipment:

- Cushions (Seat & Back) 2 years
- Service Parts 6 months
- Covers 90 days
- Hardware and Accessories 1 year
- During the warranty period, any defective product shall be repaired or replaced, at Invacare's option. The Warranty does not include any labor or shipping charges incurred in the replacement or repair of the defective product.
- A copy of the invoice issued to the purchaser of the product may be required prior to processing a warranty claim.
- Invacare does not warrant goods that have been misused, abused or misapplied.
- Credit will be issued when the defective product is returned to Pindot for evaluation.

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Pindot Customer Service & Technical Support  
(800) 451-3553  
[ElyriaCustomSeating@Invacare.com](mailto:ElyriaCustomSeating@Invacare.com)  
899 Cleveland St, Elyria, OH 44036

