



## **Warranty Information**

### **Limited 1 Year Warranty**

This product carries a one year limited warranty to be free from manufacturer's defects, on all parts. Excluded from the 1 year warranty, the Sure Foot articulating crutch tips. Crutch tips are considered a consumable and will wear out after use. The Life Crutch and ALL crutch tips come with a 60 day warranty, free from manufactures defect. Any defective part will be replaced or repaired at Millennial Medical's option. All claims must be verified by photograph documentation and proof of purchase through [warranty@millennialmedical.com](mailto:warranty@millennialmedical.com). This warranty does not include shipping costs of the replacement part at Millennial Medicals option. This warranty is only extended to the original purchaser or registered user/owner of the crutch. This warranty does not cover negligence abuse or misuse. Millennial Medical shall not be liable for any consequential or incidental damages whatsoever.

### **Limited 90 Day Warranty (Replacement Parts)**

All replacement parts come with a 90 day warranty from the date that it is shipped. This does not renew your one-year warranty on your original product. Millennial Medical retains the option to repair or replace all replacement parts for its products. This warranty does not include shipping costs.

### **Warnings**

Properly assemble crutch per Millennial Medicals instructions. Consult a medical professional for proper fitting and use. Follow all fitting instructions and do not attempt to modify crutch in any way from its original design, modifying the crutch or in any way will void the warranty. Before each use, ensure all bolts, hardware buttons and other fittings are tight and properly fitted. If any part of the crutch becomes loose or unstable, discontinue use immediately. Crutches are not intended for icy or wet or slippery surfaces going up or down stairs, which may result in injury. Examine crutch frequently and replace all worn parts. If any part of the crutch does not operate properly discontinue use immediately. Contact Millennial Medical for replacement parts or with any concerns regarding the crutches.

# Warranty Information Expanded

## Limited 1 Year Warranty

Due to new Management, Millennial Medical reserves the right to review your case based on the frequency of the returns orders. For all broken or damaged parts you must submit a photo of the part to [warranty@millennialmedical.com](mailto:warranty@millennialmedical.com), also we will require the following:

- Copy of receipt or invoice
- Where did you make your purchase? Through Millennial Medical or another dealer?
- When did you purchase the crutch or product?

If we conclude that the part was a defect though manufacturing we will supply another piece, free of charge. If the warranty is beyond 90 days of purchase then the customer will be responsible to cover the cost of shipping.

If the customer has received multiple similar parts (ie: spring-assisted lower posts) then Millennial Medical will recommend the customer to a rigid post or whatever is concluded to become the best solution for both parties.

When a customer receives a new part due to manufacture warranty, then the 1 year warranty does NOT renew from the date of the new part, your warranty timeline on that replacement part is set at 90 days.

If Millennial Medical cannot find any previous customer information or if the customer cannot provide proof of purchase, then the Item will not be covered under any warranty policy.