

BIONIC KNEE RETURN FORM

Customer: _____ Acc No: _____ Date: _____
Contact Person: _____ Contact No: _____
Patient Identifier: _____ Invoice No: _____
Return E-mail Address: _____ Serial No: _____

App Issues

- App crashing during use
- Disconnects during use
- App not available
- Does not connect to APP
- Error message in APP
- Rheologic issues
- Sign up/log in issues

Charging & Operation

- Battery life insufficient
- Does not respond when charger is plugged in
- Unexpected shutdown
- Unrecognized sound/vibration/light from device
- User interface sound/vibration/light not working
- Will not power off

Service

- 20 month service (Voluntary/costs involved)
- 40 month service

Trial Knee

Trial knee returned

Inconsistent support in Stance

- (Excessive) Play in knee joint
- Insufficient resistance or support
- Knee buckling or momentary loss of resistance
- Knee is chattering
- No resistance or support

Inconsistent Swing

- Impact in full swing extension
- Insufficient heel rise
- Knee not releasing into swing knee
- Slow in swing extension

Mechanical Issues

- Cover damage
- Fluid leaking
- Loose or broken parts
- Manual lock issues

1. Do you need feedback regarding the return claim: YES / NO
2. Please insert Returns Advice Note with the RSSA number and a copy of the invoice inside the box with the items you are returning
3. Please return items before warranty period has expired. Unused return products must be in its original packaging
4. E-mail ossursa@ossur.com to arrange pick-up for warranty/defective items once the item has been prepared (as set out above) for return

NOTE: Return pick-ups are consolidated. Please contact us if not picked up after 7 working days after first notification