

2010 Townsend Design Product Repair Order Form

Patient Last Name _____

Patient First Name _____

Age ____ Sex ____ Height ____ Weight ____

Occupation/Activities _____

Leg Left Right

This brace was fabricated (check box)

Less than six months ago

More than six months ago

Please tell us when you need this brace back

BILLING -- P.O. # _____

Townsend Account # _____ or:

Bill To _____

Address _____

City _____

State _____ Zip _____

Country _____

Phone # (_____) _____

SHIPPING

We will not ship a repaired product directly to a patient if we remade or re-sized the shell/frame of the brace.

Facility _____

Address _____

City _____

State _____ Zip _____ Country _____

Phone # (_____) _____

Send to the attention of _____

Products that qualify for warranty repair service are routinely shipped back to the customer by UPS ground at no charge. For products not covered by warranty, or if you need us to ship the product back to you by UPS air service, please indicate your preference, below (charges apply).

Next Day A.M. Next Day P.M.

2 Day A.M. 2 Day P.M.

Note: If no preference is marked, this product will be shipped back by UPS ground service.

Product Type/Model: _____

Reason for Returning This Product

Repair Service

In the Instructions section (below) or on an attached note, please indicate the existing problem that needs to be resolved.

Remold/Remake

A new cast, digital leg scan or leg measurements is routinely required to remold/remake a custom or "customized" knee brace. In the Instructions section (below) or on an attached note, please describe the problem that needs to be resolved.

Did you send a new cast mold and/or new measurements?

Yes No

Refurbish

Generally includes replacement of product parts including straps, pads, liners, hinge covers and refurbishing and realignment of joints. You can individually order only the replacement of specific parts if the entire brace does not need servicing. Please note the parts you want replaced in the Instructions section below.

Refurbish & Repaint

Includes refurbish services as well as repainting of the brace (applies to paint finish or powdercoated braces). Repainting or new powdercoat finish is not covered by any warranty.

Repaint New paint or powdercoat finish (not covered under any warranty).

INSTRUCTIONS -- Issue(s) and what you want our staff to do

Check this box if you want us to call and speak with you PRIOR to performing any repair work on this product.

Check this box if you only want to be called if there will be non-warranty charges for servicing this product.

Please Provide Contact Information...

Your Name _____

Phone #: (_____) _____ Email: _____

Townsend Internal Use Only

RECEIVED _____ SHIPPED _____