



## **Introduction**

Welcome to Pivot Point Manufacturing. These Terms and Conditions govern your access to, and use of our services related to the manufacturing of orthotic and prosthetic devices. By engaging with our services, you agree to these Terms.

## **Definitions**

- **"Client"** refers to the individual or entity purchasing services from Pivot Point Manufacturing.
- **"Products"** refers to orthotic and prosthetic devices manufactured by Pivot Point Manufacturing.
- **"Services"** refers to the design, manufacturing, and fitting of orthotic and prosthetic devices.

## **Services Provided**

Pivot Point Manufacturing provides customized orthotic and prosthetic manufacturing services based on client needs, prescriptions from licensed healthcare providers, and applicable regulations.

## **Client Responsibilities**

Clients must provide accurate information, including medical history, measurements and scans from licensed professionals. Failure to do so may result in delays or the inability to fulfill orders.

All prices quoted by Pivot Point Manufacturing are for the product only, and do not include applicable freight, handling, freight insurance, custom duties, or federal, state, local, excise, sales, use or other similar taxes, all of which are the responsibility of the client and shall be added to the client's invoices as applicable. All product sales may be considered taxable unless prior to the service client provides Pivot Point with a valid tax exemption certificate.

## **Payment Terms**

- Payments are due upon receipt of the invoice
- Acceptable payment methods include ACH/EFT, Credit Card, Check – NSF checks will be subject to a \$35 processing fee
- Late payments may incur a fee of 5% of invoice after 30 days, and additional 5% each month thereafter

## **Warranty and Returns**

- Pivot Point Manufacturing warrants that the Products will be free from defects in materials and workmanship for 90 days, starting 14 days after the date of shipping.
- Custom Products are not eligible for return unless defective.

**Limitation of Liability**

To the maximum extent permitted by California law, Pivot Point Manufacturing shall not be liable for any indirect, incidental, or consequential damages arising from the use of or inability to use the Products or Services.

**Amendments**

Pivot Point Manufacturing reserves the right to amend these Terms and Conditions at any time. Clients will be notified of any significant changes.

**Contact Information**

For questions regarding these Terms and Conditions, please contact us at:

**Pivot Point Manufacturing**

3161 Putnam Blvd. Pleasant Hill CA 94523

(916)775-5712

[Support@PivotPointMfg.com](mailto:Support@PivotPointMfg.com)

**Acceptance of Terms**

By engaging with our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.