



Service Exchange Program

Blatchford 

# Service Exchange Program

We are committed to delivering value, quality and great customer service to you. We understand that to keep things running smoothly in your facilities and for your patients, you need products that you can rely on and the customer support you can count on. With our Service Exchange Program, which is available on our hydraulic knee and foot range, we will exchange the faulty component in the event of a faulty or failed component during the warranty period.



## The Service Exchange Program is easy to arrange using the following step-by-step process:

1. Contact our Customer Service Center (800-548-3534).
2. Provide the device serial number so we can verify the purchase and warranty information.
3. The replacement device will be shipped to your specified address.
4. Fit the replacement device to your patient.
5. Ship the faulty product back to us within 60 days, using the prepaid shipping label supplied, otherwise you will be invoiced the full value of the order.

## Blatchford Product Reference Guide

Product	Return Policy	Warranty
<b>Aqualimb</b>	60 Days	24 months
<b>AvalonK2</b>	60 Days	24 months
<b>Blade XT</b> (excluding paintwork and sole cover)	60 Days	24 months
<b>Mini Blade XT</b> (excluding paintwork and sole cover)	60 Days	24 months
<b>Child's 4 Bar Knee</b>	60 Days	24 months
<b>Compact SAKL</b>	60 Days	24 months
<b>Echelon</b>	60 Days	36 months
<b>Echelon VAC</b>	60 Days	36 months
<b>Echelon VT</b>	60 Days	36 months
<b>Elan</b>	60 Days	36 months
<b>Elan IC</b>	60 Days	36 months
<b>Elite Blade</b>	60 Days	36 months
<b>Elite2</b>	60 Days	36 months
<b>ESK+ - all variants</b> (brake band 12 months only)	60 Days	24 months
<b>KX07</b>	60 Days	36 months

Product	Return Policy	Warranty
<b>Mercury – all variants</b>	60 Days	36 months
<b>Smart IP - all variants</b> (brake band 12 months only)	60 Days	24 months
<b>Elite Blade VT</b>	60 Days	36 months
<b>Elite VT</b>	60 Days	36 months
<b>Epirus</b>	60 Days	36 months
<b>Esprit</b>	60 Days	36 months
<b>Javelin</b>	60 Days	36 months
<b>Multiflex</b>	60 Days	24 months
<b>Navigator</b>	60 Days	24 months
<b>Super SACH</b>	60 Days	24 months
<b>Cosmetic Items</b> (Fairings, Coverings, Kneeballs etc.)	60 Days	1 month
<b>Foot Shell</b>	60 Days	12 months
<b>Glide Sock</b>	60 Days	3 Months
<b>Tooling</b>	60 Days	12 months

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