

New Account Application

To open an account with KLM Labs, review and agree to KLM's policies, terms and conditions as described below. Then complete the required account information on the following page.

Please allow us 2-3 business days to review and respond to your application.

KLM warrants all custom foot orthotics as they are prescribed for 6 months.

The standard warranty covers materials from breakage and defects in workmanship.

The warranty does not cover changes to the prescription.

KLM cannot issue credit due to patient non-compliance, non-tolerance, non-acceptance, or reimbursement failures.

Lab error or workmanship claims will be honored at full credit if declared within 90 days.

Most fitting issues can be resolved with adjustments. Customers returning orthotics for adjustments should include detailed information describing the patient's problem and special directions for the adjustment.

Charges may apply for adjustments. Please contact KLM's Customer Service Team for clarifications.

KLM representatives can assist you by recommending adjustments that have been found effective in addressing certain orthotic compliance problems.

KLM does not warranty adjustments made contrary to our experience or recommendations.

All initial supply, prefab and/or bulk OTC orders require credit card prepayment.

All KLM products are considered "made to order". Order cancellation fees are as follows:

Before cast work	0%
After cast work, before shell forming	25%
After shell forming before posting	50%
After posting before assembly	75%
After assembly, before shipping	100%
After shipping	100%

By signing below I confirm that I have read the above policies and agree to the terms.

Print Full Name _____

Sign Full Name _____

Today's Date _____

KLM Laboratories, Inc.

New Account Application

Page 2

Date: _____

Account #:(OFFICE USE ONLY) _____

Doctor/Practitioner Name: _____ Title: _____

Group/Company Name: _____

Ship to Address: _____

City: _____ State: _____ Zip: _____

County: _____ Years In Business: _____

Telephone #: _____ Fax #: _____

Email Address: _____

Sign up for KLM eLab (email required for setup): Yes No

* With KLM's eLab you can write and track orders online, download KLM's Digital Casting App for iPad, communicate with Customer Service via secure Support Tickets, schedule pickups, and so much more! *

Same Address for Billing and Shipping: Yes No (IF NO PLEASE LIST)

Bill to Name: _____

Responsible Party Name: _____

Billing Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone #: _____ Fax #: _____

Send Invoices Attn: _____ Office Hours: _____

Send Invoices: With Shipments By Email Purchase Order Required: Yes No

Credit Card #: _____ Exp Date: _____

Name on Card: _____ Auto Charge Verify Charge

Federal Tax ID #: _____

Do you hold a resale certificate in your state? Yes No

Resale or Seller's Permit #: _____ (IF YES, PLEASE INCLUDE COPY)

How did you discover KLM Labs? _____

• 28280 Alta Vista Ave. Valencia, CA 91355 • Website: www.klmlabs.com • Email: cservice@klmlabs.com •
• Toll Free Phone #: 800-556-3668 • Local Phone #: 661-295-2600 •
• Toll Free Fax #: 800-556-3338 • Accounting Fax #: 661-295-2626 •