



The Extended Warranty Program That Protects Your Orthotics

You must be excited about your new orthotics. Your footcare professional has prescribed these precision devices to realign your body's structure to allow your feet and legs to function better. Your orthotics will help create significant biomechanical changes to protect your future health.

Because you have chosen to make a considerable investment in your future health, you should know there is a chance your new orthotics will be:



**Lost
Stolen
Need Adjustment
Damaged
Outgrown**



HONEY, HAVE YOU SEEN MY ORTHOTICS?

ORTHOSHIELD

KLM EXTENDED WARRANTY PROGRAM APPLICATION FORM

KLM:
Enclosed are my application form and check or money order for \$120. Please reserve space for me in your Extended Warranty Program.

Send to:
KLM Laboratories, Inc.
28280 Alta Vista Ave.
Valencia, CA 91355



PATIENT'S NAME _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE _____ BIRTH DATE _____

DOCTOR'S NAME _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

Is There A Protection Plan?

KLM Laboratories, Inc., offers a unique Extended Warranty Program for \$120 that insures you against the often costly expenses incurred for orthotic adjustments, replacements, and /or repairs.

Why Purchase The Warranty?

All KLM custom orthotics come with a standard six month guarantee against defects in materials and workmanship. However, it does not protect you from the potential costs of replacing outgrown, lost, stolen or damaged orthotics. KLM's Extended Warranty Program extends your coverage for an additional 18 months, or a full two years from the date your orthotics are shipped from KLM to your footcare professional.



What Coverage Do I Get?

The program covers five areas:

- 1.) *The cost of any adjustments your footcare professional thinks are necessary.*
- 2.) *Two complementary refurbishments.*
- 3.) *The replacement of any lost or stolen orthotics. (A \$60 per foot surcharge is applied on each such claim.)*
- 4.) *The replacement or repair of any damaged or broken orthotics. (A \$60 per foot surcharge is applied if damaged devices are not returned to KLM with the warranty claim form.)*
- 5.) *A free second pair of orthotics per contract for patients between ages 1 and 15. Young, growing people often outgrow their orthotics in two years. Simply return the old orthotics to your footcare professional to return to KLM, and KLM will make a new pair at no cost to you. The warranty covers lab costs only. It does not cover your footcare professional's fees or office visits.*

In effect, this Warranty Program covers all problems with orthotics for two years from the date your orthotics are shipped from KLM. The program protects you from virtually all unforeseen difficulties.

** For any problems with your orthotics, contact your footcare professional first!*



How Do I Sign Up?

Signing up is easy. Simply fill out the attached application form and send it with a \$120.00 check or money order made out to:



KLM Laboratories, Inc.
28280 Alta Vista Ave.
Valencia, CA 91355
cservice@klmlabs.com

KLM must receive your application within 90 days after the date your orthotics are delivered to your footcare professional.

Warranty Expiration

The warranty expires when any one of the five areas of coverage is used in full, or two years after the date the orthotics were shipped from KLM to your footcare professional.

Money Back Guarantee

We believe this Extended Warranty Program is the finest and most comprehensive program available. In fact we guarantee it!

If you purchase the Extended Warranty Program and are not satisfied with it for any reason, contact KLM within 60 days from the start date of your policy and receive a full refund.

Your footcare professional has made an important decision by prescribing orthotics for you. Be sure to follow their instructions exactly, and most of all, enjoy your new orthotics!

