

Ordered by: _____ Phone # (_____) _____

BILLING: P.O. Number _____ Townsend Account # _____

Bill To: _____

Address: _____

City: _____

State: _____ Zip _____ Code: _____ Country: _____

Phone: (_____) _____ Fax: (_____) _____

Shipping Preference: Ground 2-Day P.M. 2-Day A.M. Next Day P.M. Next Day A.M.

(If no preference is indicated, this order will be shipped 2 Day P.M.) Note: We do not ship products directly to patients.

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

Ship To: _____

Address: _____

City: _____

State: _____ Zip _____ Code: _____ Country: _____

Phone: (_____) _____ Fax: (_____) _____

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).

Patient's Last Name: _____

Patient's First Name: _____

Male Female

Age _____ Height _____ Weight _____

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

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 _____

Please complete and fax this form to 800.798.2722 (24-hours a day). If you are calling in your order, this form indicates the options and information that will be required by our staff. For phone orders, please call 800.700.2722 between 6:00 a.m. and 4:00 p.m. (PST).

Thuasne USA

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 Phone: 800.432.3466 or 661.837.1795; Fax: 800.798.2722
 www.ThuasneUSA.com

