

TERMS AND CONDITIONS:

1. Payment Terms:

- The Buyer agrees to pay the device in full.

2. Cancellation Policy:

- The Buyer may cancel this Contract within 3 days of signing without incurring any penalties.
- If the purchasing of materials and hardware has been initiated, a cancellation fee of 30% of the total cost will be applicable.
- After the process of fabrication has been initiated, a cancellation fee of 70% of the total cost will be applicable.

3. Revisions:

- In case of revisions to the prosthetic or the orthotic devices requested by the Buyer after the initial agreement (see below time frame), the Buyer shall pay an additional fee of 30% of the total cost to cover the costs associated with the revisions.

4. Quality Assurance:

- Pawionic ensures that the prosthetic devices meet industry standards and are free from defects.
- The Buyer shall inspect the devices upon receipt and notify Pawionic of any issues and concerns within 5 days.
- All devices come with 6 months warranty and one modification is included in the price to ensure the best fit. If the device doesn't fit Pawionic will modify the device as necessary to ensure the fit. Devices cannot be returned as they are custom designed and fabricated.

5. Testimonial and Image Rights:

- The Buyer agrees to provide a testimonial regarding their experience with A3DP (Pawionic) and the purchased devices.
- The Buyer grants Pawionic the right to showcase their testimonial, along with images of their pet using the prosthetic devices, on social media, Pawionic's website, and other promotional materials.

6. Delivery and Instructions:

- Pawionic agrees to deliver and educate the buyer with the installation of the custom devices. The installation instructions will take place virtually or as otherwise agreed.

DISCLAIMER:

Pawionic is not liable for any injuries, damages, or adverse effects resulting from the use or misuse of the devices. Pawionic is not liable for damage on the device induced by the animal (please read guidance on helping your dog get used to the device).

GOVERNING LAW:

This Contract shall be governed by and construed in accordance with the laws of the United Kingdom.