



The Guardian Protection Programme™

To extend the normal guarantees, RX Laboratories offers the Guardian Protection Programme™.

Introduction

Although the standard guarantees provide for excellent protection from defective materials and workmanship, and allows adjustments for fit without extra cost, the Guardian Protection Programme™ offers extra protection against loss, irreparable damage, prescription changes, and the cost of repetitive repairs and adjustments ? very important for athletes, where EVA posts require regular replacement to maintain the prescription.

The Guardian Protection Programme™ also allows one replacement pair of orthoses per contract period for children up to the age of 16 years who have outgrown them.

Benefits

The benefits of the Guardian Protection coverage are outlined in the patient brochure supplied with each pair of custom-made orthoses. The coverage includes:

- Extension from 4- to 12-months for all of the items covered in the Adjustment for Fit Guarantee.
- Complete refurbishment, including repair or replace posts, and renew top covers and extensions.
- Change in the post material (change from EVA to acrylic, or vice-versa).
- Change in the degree and pitch of posts.
- Replacement of extensions and forefoot padding.

Irreparable damage

Devices irreparably damaged will be replaced. The damaged orthoses must be returned with a completed Prescription and Order Form **in the first instance** to validate the claim. Failing to return the damaged orthoses will result in a delay in processing the claim. New casts should be sent to the laboratory. Orthoses modified in any way by others will invalidate the claim

Loss or theft

Devices lost or stolen will be replaced at no cost for the first pair claimed during the contact period. A 50% charge will be made for any further claims made during the contract period. New casts should be sent to the laboratory with a completed Prescription and Order Form.

Outgrow

Children covered under the Guardian Protection Programme™ are entitled to one replacement pair per contract period for outgrow. New negative casts and a fully completed Prescription and Order Form must be sent to the Laboratory.

Please note that this item covers the type of device originally prescribed. A complete change in the type of device (e.g. from an RX Heel Stabiliser™ to an RX Child™ device) is not covered.

Postage and Packing

The Guardian Protection Programme™ will meet the cost of normal postage and packing. Special Delivery charges, the cost of receiving and returning shoes, the 'Rush' and 'Rush Repair' charges, and any other shipping costs will be invoiced accordingly.

Restrictions

It is important to note that adjustments, repairs, and prescription changes covered relate to the type and design of orthosis originally prescribed. Please note that a complete change in the type of device is not covered under this programme. A 'remake' is not a repair, adjustment, or prescription change! In addition, components that were not originally prescribed (e.g. forefoot posts and forefoot extensions) are not covered. To illustrate these points consider the following two examples:

1. A request to make a pair of orthoses more flexible by replacing acrylic posts with EVA is an acceptable claim as it is an adjustment to a component already prescribed. A request to add an EVA post to an RX Fashion device is unacceptable, as this component was not prescribed in the first instance.
2. A request for a forefoot extension to be thicker than that originally prescribed would be an acceptable claim. A request to add a forefoot extension not applied in the original prescription would not be acceptable, as it is an addition and not an adjustment or repair.

It is essential that these points are understood to avoid inappropriate claims that may cause delays and frustration to both the specialist and the patient.

Registration

To register with the Guardian Protection Programme™, the patient should return the completed registration form, enclosing the appropriate fee, within one month from the date of manufacture (i.e., the date on the prescription report). Patients can also register on-line at www.rxlabs.com using their credit card. RX Laboratories reserve the right to refuse cover if the application is received after one month.

Please note that patients resident in the Republic of Ireland or further abroad must send a bank draft in pounds sterling drawn from the UK branch of their bank. Cheques from Irish or foreign bank accounts will be returned, causing a delay in processing the registration.

The current fee for registration is £58.75 (inclusive of VAT).

On receipt of payment, the patient will receive a letter of acceptance, and a registration slip showing their orthosis reference number and the date cover expires. An offer to renew the policy will be sent direct to the patient approximately four weeks before the cover expires.

Making a claim

To protect both practitioner and the patient, it is the strict policy of RX Laboratories that claims must be made by the practitioner. **RX Laboratories will not deal direct with the patient under any circumstances.**

To make a claim under any of the above guarantees, or the Guardian Protection Programme™ a fully completed Prescription and Order Form must be sent (enclosing the orthoses in the first instance) to the Laboratory. Only one box in the 'Guarantee Claim' section of the Prescription and Order Form must be checked. If the claim is made under the Guardian Protection Programme™, the reason for the claim should be indicated by circling one of the choices listed. If the claim is for replacement devices outgrown by a child patient, the child's date of birth must be documented. Failing to complete fully the Prescription and Order Form will result in a delay in processing your claim.

Should you have any questions on the extensive range of guarantees, or any questions on the Guardian Protection Programme™, please contact the Laboratory.

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