



Rental Item Return Policy and Instructions

Corporate Headquarters: 770 Ritchie Highway, Suite W-21, Severna Park, Maryland 21146 | www.dynasplint.com

Dynasplint® Systems Rental Return Policy via UPS

Upon completion of treatment with the item(s) provided to the patient by Dynasplint System, Inc. (DSI) the patient is responsible for returning all items to DSI. DSI charges the monthly rental amount for the use of rental items every month on the anniversary date of the delivery of the item to the patient. DSI will continue to issue an invoice for each month from the date a unit is delivered to a patient until it is returned to DSI. DSI does not offer daily rental rates nor does it prorate charges for partial months of rental.

If a unit is not returned to DSI, the patient will be held responsible for reasonable costs unless evidence of shipment is provided (tracking number/shipping receipt). These costs may include recovery, replacement, or legal fees.

Procedure for Returning a Rental Item to Dynasplint Systems, Inc. via UPS

1. Call 1-855-741-5520 toll-free to notify the Unit Retrieval Department that you are returning your splint(s). Please leave a voice message that includes your name, your phone number with area code and the type of splint(s) you are returning.
2. Ensure the return address on the shipping label is Dynasplint Systems Inc., 190 Log Canoe Circle, Stevensville, MD 21666. If incorrect, replace it with the UPS label inside the box.
3. Place the item and the tensioning adjustment tool (screwdriver) in the box in which the item was delivered to you. Due to adjustments that may have been made when you were fit, the unit may not fit back into the box easily. If you need assistance getting a unit back into the box please call the Unit Retrieval Department, they will be glad to help you. You can also visit our website at www.dynasplint.com. Close the box and seal it securely with tape.
4. Securely attach the label to the largest side of the package by using the label provided, shipping charges are prepaid. Do not alter the label.
5. Ship your package by dropping the box off to any UPS collection point, UPS Store or UPS driver. Call UPS at 1-800-742-5877 or go to www.ups.com/dropoff to locate your nearest UPS location.
6. If you have any problems please call the Unit Retrieval Department at 1-855-741-5520.
7. Record the Return Tracking Number which is printed on the label.
Note: The UPS tracking number starts with 1Z.
8. Go to www.ups.com to track the status of your shipment.

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