



## **Shoulder Dynasplint® System Rental Return Policy and Instructions**

Corporate Headquarters: 770 Ritchie Highway, Suite W-21, Severna Park, Maryland 21146 | [www.dynasplint.com](http://www.dynasplint.com)

### **Shoulder Dynasplint® System Rental Return Policy**

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 the Shoulder Dynasplint® System to Dynasplint Systems, Inc. via UPS**

1. Call the Unit Retrieval Department toll-free at 1-855-741-5520 to notify 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 two tools and the splint in the black suitcase and 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](http://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. Call UPS at 1-800-742-5877 to collect your unit. Inform UPS that you have a Prepaid Dynasplint Label and need a package collected. You also have the option of dropping the box off to any UPS collection point, UPS Store or UPS driver. To locate your nearest UPS location, call UPS or go to [www.ups.com/dropoff](http://www.ups.com/dropoff).
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](http://www.ups.com) to track the status of your shipment.

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