



## **Custom Fit Assurance Policy Overview**

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Applies To: Align3D Custom Backrests and Custom Cushions

Effective Date: January 1, 2026

### 1. Purpose

Align3D creates custom backrests and cushions manufactured to specific clinical and anatomical data provided by qualified professionals. This Custom Fit Assurance Policy outlines how Align3D supports providers when a product, upon delivery, does not meet the intended fit or functional goals documented in the approved order.

This policy is distinct from **material or workmanship warranties** and focuses on outcomes related to the custom fit and functional needs of the individual user.

### 2. Scope and Coverage

- a. All Align3D Custom products shipped to a provider are covered by this Custom Fit Assurance for a period of 180 days from the original date of shipment. Coverage applies when products:
  - i. Were ordered using approved Align3D measurement, imaging, or shape capture methods
  - ii. Included complete and accurate clinical data at the time of order
  - iii. Were installed and adjusted according to Align3D guidance
- b. Within this period, Align3D pledges to work with the care team to achieve appropriate fit and function outcomes.

### 3. Eligibility

- a. Custom Fit Assurance applies when:
  - i. A fit concern is reported within 180 days of shipment

- ii. The product is returned (if required) for evaluation with a Return Materials Authorization (RMA)
    - iii. Clinical goals and measurement objectives were clearly documented on the original order
  - b. Not covered are changes due to:
    - i. Patient condition progression (weight change, surgery, spasticity, growth beyond captured dimensions)
    - ii. Incorrect measurement or ordering errors
    - iii. Improper installation or mounting
    - iv. Preference changes unrelated to clinical fit
- 4. Process & Reporting
  - a. To initiate a Custom Fit Assurance review:
    - i. Submit a Review Request either online or via a completed form to [orders@a3dcs.com](mailto:orders@a3dcs.com)
    - ii. Provide recent photos showing fit concern(s)
    - iii. Include a description of the attempted adjustments and clinical context
    - iv. Obtain a RMA if a product return is required
- 5. Resolution Options
  - a. After review, Align3D will determine the most clinically appropriate next step(s):
    - i. Adjustment / Modification
      - 1. If minor corrections or trim modifications can bring the product into clinical alignment with the original order objectives, Align3D will provide instructions or parts at no additional cost.
    - ii. Remake
      - 1. If modifications are insufficient, Align3D may authorize a remake based on the original order specifications and updated clinical direction.

- iii. Cost Schedule for Remakes (within 180-day period)
  - 1. Days 0-90: Remake provided at **no charge** to the provider/dealer
  - 2. Days 91-180: Remake provided at **50% of the dealer's cost**
- iv. Return for Credit
  - 1. If Align3D determines a remake is not appropriate, or the provider chooses not to proceed, the product may be returned for a 50% credit of the original product price (less freight), provided the return is authorized and received within the 180-day period.

6. Limitations

- a. This policy does not cover:
  - i. Material defects, wear, or damage (addressed separately in the Product Warranty Policy)
  - ii. Custom order errors due to missing or inaccurate information
  - iii. Changes in functional goals after delivery
  - iv. Damage due to misuse, neglect, or improper care

7. Manufacturer, Dealer, and Clinical Team Partnership

- a. Align3D emphasizes that successful fitting of custom seating is a collaborative clinical process. Providers should:
  - i. Follow ordering and measurement protocols
  - ii. Validate fit at delivery and make initial adjustments
  - iii. Report fit concerns promptly (within the 180-day window)
- b. Delayed reporting may reduce eligibility for full policy benefits.

8. Relationship to Warranty Policy

Topic	Custom Fit Assurance	Warranty
Shape match to order	✓ Covered	-
Posture progression	-	-
Material or manufacturing defect	-	✓ Covered
Foam breakdown	-	✓ Covered

Clinical preference change	-	-
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*Custom seating outcomes depend on accurate clinical data and collaborative fitting. This policy supports alignment between prescribed intent and manufactured result.*