



Service Exchange Program

Blatchford 

Service Exchange Program

We are committed to delivering value, quality and great customer service to you. We understand that to keep things running smoothly in your facilities and for your patients, you need products that you can rely on and the customer support you can count on. With our Service Exchange Program, which is available on our hydraulic knee and foot range, we will exchange the faulty component in the event of a faulty or failed component during the warranty period.



The Service Exchange Program is easy to arrange using the following step-by-step process:

1. Contact our Customer Service Center (800-548-3534).
2. Provide the device serial number so we can verify the purchase and warranty information.
3. The replacement device will be shipped to your specified address.
4. Fit the replacement device to your patient.
5. Ship the faulty product back to us within 60 days, using the prepaid shipping label supplied, otherwise you will be invoiced the full value of the order.

Blatchford Product Reference Guide

Product	Return Policy	Warranty
Child's 4- Bar Knee	60 Days	2 Years
Compact SAKL	60 Days	2 Years
ESK	60 Days	2 Years
KX06	60 Days	3 Years
Mercury	60 Days	3 Years
Smart IP	60 Days	3 Years
Echelon	60 Days	3 Years
EchelonVT	60 Days	3 Years
EchelonVAC	60 Days	3 Years
Elan	60 Days	3 Years
ElanIC	60 Days	3 Years
AvalonK2	60 Days	2 Years
Aqualimb	60 Days	2 Years
BladeXT	60 Days	1 Year
Elite2	60 Days	3 Years
Elite Blade	60 Days	3 Years

Product	Return Policy	Warranty
Elite Blade	60 Days	3 Years
Elite BladeVT	60 Days	3 Years
EliteVT	60 Days	3 Years
Epirus	60 Days	3 Years
Esprit	60 Days	3 Years
Javelin	60 Days	3 Years
Mini BladeXT	60 Days	1 Years
Multiflex	60 Days	2 Years
Navigator	60 Days	2 Years
Stellar	60 Days	2 Years
Brio30	60 Days	2 years
Cosmetic Items	60 Days	1 Month
Foot Shell	60 days	1 Year
Glide Sock	60 days	3 Months
Tooling	60 Days	1 Years

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