

The Upper Limb Confidence Plan Terms and Conditions.

Otto Bock HealthCare, LP provides the Upper Limb Confidence Plan in the United States and Canada, a 3-year comprehensive protection plan for bebionic Hand, Michelangelo Hand, and Dynamic Arm under the terms and conditions set forth herein.

1. Claimant

The present protection plan applies to the original buyer purchasing the product from Otto Bock HealthCare, LP for the benefit of the user provided for ("Buyer"). The Buyer and the first-time user are entitled to assert protection plan claims. The protection plan cannot be transferred to a third party.

2. General information on the protection plan

- Unless stipulated otherwise, all periods commence on the date of delivery by Ottobock to the Buyer (as per the delivery note).
- Any costs accruing in connection with the assertion of protection plan claims, including but not limited to any travel charges or other expenses, are not covered by this protection plan.
- Any protection plan claims must be asserted as soon as possible. Claims, including descriptions of the defect, shall be addressed to Ottobock's After-Sales Service Center. Ottobock will attempt to inform the submitting party as soon as possible. If there is no plan coverage in the reasonable assessment of Ottobock.

3. Limited warranty

Otto Bock HealthCare, LP provides a basic warranty for the purchased product lasting two (2) years from the date of delivery by Ottobock to the buyer (as recorded on the delivery note).

3.1 Confidence Plan

To complement the limited warranty, the buyer will receive the Upper Limb Confidence Plan. This is available for bebionic Hand, Michelangelo Hand, and Dynamic Arm only. During the 3-year confidence plan period, the replacement parts and 24-month recommended maintenance is covered free of charge. It also covers no-cost repairs needed due to accidental mechanical damage sustained while handling the product in accordance with its intended use, e.g. accidentally exerting too much force in activities of daily living.

4. Limited warranty & Confidence Plan scope

The limited warranty and Confidence Plan covers defects in materials or workmanship and/or functional failures of the product in question. Neither the limited warranty nor the Confidence Plan covers replacement of the device due to theft, loss, or force majeure. Replacement of the Dynamic Arm carbon shell, batteries, battery chargers, electrodes, electrode cables, and other myoelectric accessories are not covered by the limited warranty or the Confidence Plan.

5. Disclaimer

The present device protection plan is excluded if:

- The defect is caused by improper use, negligent or willful damage.
- The Buyer, user or other third party not authorized by Ottobock has made adjustments, changes, modifications, installations or other types of work to the device.
- The medical device is used by more than one user.