

## Statement of Commitment:

This Statement of Commitment is between National Labs and their invested Clinicians in effort to provide quality, custom fabricated O&P products at best value.

This commitment recognizes (1) the correlation between the quality of measurement inputs and their impact on technical output capability, and (2) the criticality of complete information sharing and impact on efficiencies, including cost, turn times, on-time delivery, and rework.

## Agreement:

Clinicians will provide comprehensive information for technical fabrication and National Labs will utilize the specifications provided to control quality and on time delivery at the best possible price.

## National Labs Commitment:

**Standardization:** National Labs will execute standardized fabrication processes. The Labs will provide accessible and easy to use order forms highlighting pertinent information required for fabrication. Including, defined materials, trim lines and finish specifications for custom orthotic and prosthetic devices.

**Service:** National Labs will guarantee shipment for published lead times and will provide project transparency of where each job is in the fabrication queue.

**Communication:** National Labs will contact the Clinician either through voice or e-mail when questions arise for fabrication or to provide notification if promised date will not be met for any reason.

**Warranty:** National Labs will warranty custom fabricated devices for 3 months and will extend the warranty to 9 months for projects that have met RESPECT criteria. Components will be covered under manufacturer's warranty for normal wear conditions.

## Clinician Commitment:

**Ordering Information:** Clinician will complete required information on the National Labs order forms; including appropriate measurements, and provide quality casts, accurate scans or tracings, per project standard measurement techniques.

**Requested Turnaround:** Clinician is responsible for additional costs when requesting rush orders. Published turnaround time is used unless other mutually agreed upon time is pre-determined.

**Communication:** Clinician will respond to voice or e-mails within 24 hours relative to fabrication questions from the National Labs. A response beyond 24 hours will impact the promise date for delivery.

**Utilization:** Clinician will consider National Lab services as their primary custom O&P manufacturer partner; third party vendors may be considered under extenuating circumstances.

[www.SPSNationalLabs.com](http://www.SPSNationalLabs.com)

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