



Engineered Silicone Products, LLC  
407 Route 94, Columbia New Jersey 07832 USA

## Warranties:

ESP, LLC stands behind the quality of our products 100% in terms of workmanship, material and fit. If any defect is noted, please request a Return Authorization Form from your customer service representative. Upon receipt, we will adjust or replace the product at no additional cost. This warranty does not apply to adjustments incidental to the wearing of an item, adjustments required due to physical changes of the wearer, deliberate misuse of an item, or an item that has been altered by anyone other than ESP.

**Silicone Liners:            6 months            (All Liners)**

Please note, gel cracking is not considered a manufacturing defect. The cracking at the distal end or scraping of the silicone anywhere inside the liner can be caused from a few things such as:

- Sharp hairs.
- Hard calluses.
- Bony protrusions.
- Unwanted friction.

If calluses, sharp hairs, bony protrusions, etc. are noticed, the patient should consult their physician to have them possibly removed or adjustments to the sockets should be made. If none of the above is an issue, there may in fact be a socketing issue (e.g. too much relief or not enough). This can cause unwanted friction within the socket that would in turn lead to a liner failure. Silicone, while very resilient, is not steel and cannot take high levels of friction due to a casting failure.

**Suspension Sleeves:    3 months            (Flexi Sleeves, Flexi Kids, Flexi Sport)**

**1 month            (Seal-Tite Sleeve)**

**Expulsion Valves        3 months            (Manufacturer defect)**

**\*Opti-Seal / SRS        1 month            (Manufacturer defect)**

**\* Manufacturer defect of our Opti-Seal and SRS rings would consist of air bubbles or nicks in the silicone. If this is observed after opening the package, or the ring tears upon placing it on the liner, we will replace or credit the defective item(s). Please notify us immediately by email with pictures attached. We will not replace or credit items that have wear and tear or have been glued onto a liner. Additionally, the liner that the product was glued onto is not the responsibility of ESP to replace.**

## Return Policy:

- **All sales are final; only authorized returns are permitted.**
- **All Silicone Liners have a 10-day grace period from date of purchase.**
- **Product on invoice greater than 30 days old are non-returnable (exclusive of manufacturer defects).**
- **Call or fax your customer service representative for a Return Goods Authorization Number. Returned goods without an RGA# will be refused.**