

Extended Warranty – Cascade Partner Program

This document outlines the terms and coverage of the Alt-Bionics Extended Warranty for the Genesis Hand, provided exclusively to authorized Cascade distributor partners. This warranty is designed to protect patients and practitioners from unexpected repair costs and reinforce confidence in the Genesis Hand platform.

Part number: AB-WARR-1YR-DIST

Cascade price: \$1000

Coverage term: +1 Year (Year 2)

Must be purchased within 60 days of original Genesis Hand purchase date.

What is covered

- Coverage includes any defects in materials or workmanship that affect the performance of the Genesis Hand during normal use.
 - Unknown defects in the material used to build each Genesis Hand.
 - Premature wear that occurs during normal use, within operational limits, may be covered. Please contact us for an assessment. Ex. Fingertips.
 - Free repair or replacement if failure is due to manufacturer defects.
 - Electrical failures PCB and circuit-level faults
 - Motor failures under normal operating conditions.
 - Functional failures under normal operating conditions/
-

What is NOT covered

- Improper use of the Genesis Hand, including failure to follow warnings and limitations described in the User Manual.
- Any damage or cosmetic damage that does not impair the functionality of the Genesis Hand.
- Intentional damage to the Genesis Hand or willful misuse.
- Damage caused by alterations or repairs by an unauthorized party.
 - Alteration or modification to any portion of the Genesis Hand without prior approval from Alt-Bionics.
- Attempts by any individual outside of Alt-Bionics to repair the Genesis Hand or carry out maintenance and service to the Genesis Hand (outside of standard modular finger replacements) without the guidance of Alt-Bionics personnel.
- User Damage / Accidental Breakage.
 - a. Dropping the hand, impact damage, water/liquid exposure, or improper use. Example: Hand breaking from a fall, excessive force on fingers.

- Loss or theft.
- Damage caused by animals or insects.
- Normal wear and tear.
- Connecting or installing the Genesis Hand with incompatible parts.
- Exposure to hazardous conditions caused by severe weather, lightning, or natural events.
- Any circumstances beyond the reasonable control or expectation of Alt-Bionics.
- Consumables: Batteries, electrode cables, electrodes, and/or myoelectric accessories.

How to submit a warranty claim

- Customer contact Alt-Bionics support at warranty@altbionics.com with the device serial number (Check EQD wrist **00xx** or box label **SN**) and a description of the issue. Please include any pictures or videos of the issue.
- We ask that customers indicate they are affiliated with **Cascade** in their correspondence and include either "**Genesis Hand**" or "**Prosthetic Hand**" in the email subject line to help us route the request appropriately.
- Alt-Bionics will assess the failure type and confirm warranty eligibility within 3 business days.
- Upon approval, ship the device to the address provided. Inbound and outbound shipping, duties, and taxes are the responsibility of the customer.
- A loaner Genesis Hand may be available upon request, subject to inventory. Request a loaner at time of claim submission.
- Approved repairs or replacements will be completed and returned within a mutually agreed service window.

Key terms

Term	Detail
Standard Warranty	1-year from date of purchase.
Extended Warranty	1 Additional year (Year 2)
Cascade Price	\$1000
Part Number	AB-WARR-1YR-DIST
Purchase Deadline	Must be purchased within 60 days of original Genesis Hand purchase date.
Transferability	Non-transferable. Tied to serial number unless approved by Alt-Bionics.
Shipping	Customers bear inbound/outbound shipping, duties, and taxes.
Loaner Hand	Available upon request, subject to inventory availability.