

General Terms & Conditions

Alterations

The first alteration to an Elements Body garment is free of charge under the following conditions:

- The garment is returned within 8 weeks of the date of receipt
- Poor fit due to an initial minor measurement error and this being the patient's first Elements Body
- Manufacturing error, e.e. garment not manufactured to order specifications

Note: All alterations to garments will be reviewed on an individual basis taking all circumstances into consideration.

Alterations will not be free of charge in the following situations:

- The garment is returned for alteration after 8 weeks of receipt
- Poor fit due to major measurement errors
- Changes in Patient such as weight gain or loss
- Requests for additional or changes to: Reinforcements, Openings, Colours that were not original ordered.

These alterations will incur a charge which will be dependent on the amount of work and material costs. Customer Service will notify you of the charge before work is carried out.

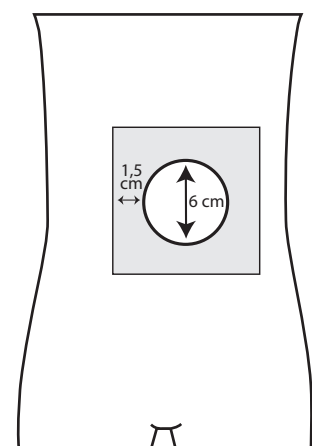
Kindly ensure that the garment is clean when returned for alteration. Please refer to our alteration guide for more information.

Alteration carried out by the customer

A small number of alterations can be made by the Customer locally, with retained CE mark. These alterations should be made carefully. The person making the alterations must take responsibility for the garment and ensure that appropriate thread, zippers, etc. are used.

The following alterations made by the Customer will retain the CE mark:

- Change of zipper
- Position change of Velcro closures
- Shortening long legs or sleeves
- Removal of reinforcement(s)
- Copy and addition of reinforcements over existing reinforcements.
A maximum of 2 additional layers may be added.
- Increase depth of neck
- Addition of gastro hole. This will require reinforcement fabric and overlocking stitch to reduce the risk of rubbing. The opening should be 6cm in diameter and have a reinforcement that part covers 1.5cm outside the opening. Refer to the diagram.



If any other alterations are carried out by the customer which are not listed above then the CE mark must be removed from the Elements Body as the garment will then be classed as a customised product.

Reinforcements

Included in the price of each Element Body are 3 free reinforcements.

Vest, Body, Suit and Trousers

On the measurement form for each of these garments the Standard Panel (SP) is already listed in the Reinforcement box. The Standard Panel is considered to be a reinforcement and will count as one Reinforcement if requested. If the Standard Panel Reinforcement is not requested a total of 3 other Reinforcements can be requested.

Gloves and Sleeves

On the measurement form for the Glove and Sleeve the Dorsal Wrist (DW) is already listed in the reinforcement box. The Dorsal Wrist is considered to be a reinforcement and will count as one reinforcement if requested. If the Dorsal Wrist reinforcement is not requested a total of 3 other reinforcements can be requested.

If more than 3 reinforcements are ordered, then these will be charged according to our price list.

Warranty

The warranty for each Element Body garment is 3 months. This includes defects in material and workmanship. Should a claim be made we will assess it on an individual basis taking the following into consideration as well:

- Normal wear and tear
- Changes to patient's weight since the first fitting.
- Care of garment according to care instructions

Depending on the outcome of our investigation of the claim, the garment will be partially or fully replaced at no cost to the customer. If a claim is denied, no reimbursement will be given. No warranty is expressed or implied and our liabilities are limited to the cost of the defective material or product only.

Expected lifetime

Expected lifetime of Elements Body is based on extensive wash, wear and tear tests made on fabric and trimmings. The materials have been tested based on normal usage up to 12 months. Expected lifetime of product for an adult person is up to twelve (12) months. For children, the expected lifetime is six (6) months due to faster growing.

The expected lifetime is only applicable when used during normal conditions and following our Instructions for Use and our care and washing recommendations. If the patient is gaining or losing in weight, we cannot guarantee the fitting of the Elements Body will be good and the wear and tear of the product will increase.

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