



PLEASE NOTE: All returned garments must be in a clean laundered condition, we are unable to accept soiled garments. Alterations will not be made to garments older than 12 months.

Order Details

Date: _____

Our Original Sales Order No.: _____

Contact Name: _____

Contact Phone No.: _____

Email: _____

Hospital/Clinic: _____

Delivery Address: _____

_____ Post Code: _____

Alteration Guidelines & Charges

Please see guidelines attached

Guidelines

Alteration

If the garment requires adjustments, or has changed measurements, please ensure a new completed measurement order form is included.

New measure form attached

If the garment requires the addition of Silon-TEX® II and you are returning the garment with markings to indicate the area, please note we are only able to add to flat areas. If the garment requires disassembling in order to add the Silon-TEX® II, a new garment will need to be ordered.

Garment enclosed showing position of Silon-TEX® II

Complaint

If you are returning your garment or providing images for inspection as part of a complaint, please complete providing full details below.

Returned for inspection Provided images

When completed, please click: customerservice@jobskin.co.uk to email your electronic order form

Please download your electronic forms directly from our website - www.jobskin.co.uk/file-download

Medigarments Premium Alteration Guidelines and Prices **Garments will not be accepted for alteration after 12 months**

For Information only: this is a guideline for what charge may be incurred.

Within first 6 weeks from date of invoice

Small adjustments which can be accommodated within the originally ordered garment specification, will be FOC within the first 6 weeks.

- Small reduction on circumference of arms to a maximum of 2 cm
- Small reduction on circumference of legs to a maximum 2 cm
- Shortening of sleeves or legs

After the six-week period alterations will be chargeable

Minor Alteration

Includes up to two simultaneous alterations of the below listed examples.

- Shortening of a length to arms or legs
- Small reduction on circumference of arms or legs of 2 cm
- Adding of zips, velcro or poppers when possible
- Scoop to neckline

Medium Alteration

Includes up to three simultaneous alterations. Examples listed below.

- Adding of Silon-Tex® when possible
- Adding of pocket and pad when possible
- Body length reduction
- Body circumference reduction
- Finger length reduction
- Modification to axilla

What is not covered under an alteration?

- Removal of zips - recut
- Change of placement to Silon-Tex® - recut
- Change from open to closed crotch - recut
- Body lengthening - recut
- Multiple circumference changes requires a recut.
- Changes due to new measures - patient has grown is a new order

Medigarments non-conformity

If the garment has not been manufactured as per the original order instructions (a non-conformity), Medigarments will alter / replace the garment free of charge.