

## MTM Pressure Garments Warranty Alteration, Repair and Replacement Warranty

**First free of charge alteration to MTM Pressure Garments returned within four weeks of the dispatch date include:**

- Poor fit due to initial measurement error at first assessment/appointment of a new patient to Jobskin®.
- Jobskin® manufacturing error.
- Non-compliance. Garment not made according to order specification.

All garments will be assessed on an individual basis and any relevant or special circumstances/difficulties will be considered.

### **Jobskin® repair and replacement warranty for MTM Pressure Garments:**

We guarantee for four weeks, against defects in material and workmanship. Each warranty claim will be assessed on an individual basis to include:

- Normal wear and tear.
- Possible changes such as weight gain affecting the fit or effectiveness of the garment.
- Care of Garment. The wash, wear and care instructions must be adhered to in accordance with the instructions provided with the garment.

Depending upon the outcome of our investigation, the garment will be partially or fully replaced at no cost to the customer. In the case that the claim is denied, no reimbursement will be given.

No other warranty is expressed or implied and our liabilities are limited to the cost of the defective material or product only.

### **All Jobskin® Ltd's MTM Pressure Garments are Quality Controlled:**

Jobskin® aim to provide you with a superior quality garment made to the exact specifications and prescriptions provided.

All Jobskin® garments are quality controlled in accordance with the International Standard ISO 13485 and comply with the legal requirements of the EU Medical Device Regulations (Regulation (EU) 2017/745) and the UK Medical Device Regulations (UK MDR 2002) as a class I medical device.

As part of our on-going commitment to our clients and clinicians, all garments manufactured by Jobskin® Ltd are covered by a free of charge alteration and warranty as specified in this document.

### **MTM Pressure Garments that do not qualify for a FOC replacement include:**

- Garments returned after four weeks from dispatch date.
- Follow up/re-measurement of patient after initial assessment where original measurements have been altered.
- Possible changes such as weight loss or gain affecting the fit or effectiveness of the garment.
- Garments returned for additional openings/additional modifications/different colour to the original specification.

We will carry out any reasonable alteration request on any of our garments regardless of the time scale. However in some cases it may be necessary to charge an alteration fee depending on the amount of rework needed. When this is necessary Customer Services will notify you of the cost prior to undertaking the alteration.