

MTM Sensory Dynamic Orthosis (SDO®) Garments Warranty Alteration, Repair and Replacement Warranty

Free of Charge Alteration

A free of charge alteration will only be applicable for NEW patients to the SDO® range of MTM garments and will only be offered provided the garment is returned within 8 weeks of the dispatch date.

- There is poor fit due to initial measurement error
- There is a Jobskin® manufacturing error
- There is evidence of non compliance - where the garment has not been manufactured according to order/specification
- We offer a 20% discount when there is a request for a replacement SDO® garment within 6 months of the original dispatch date. This can be either to the same measurements or new measurements.

Jobskin® repair and replacement warranty for SDO® Garments:

We guarantee our SDO® garments for twelve weeks to be free from defects in material and workmanship.

Each warranty claim will be assessed on an individual basis to include:

- Normal wear and tear
- Undue pressure being exerted to the garment (where fastenings have been chosen not to be included)
- Care of the garment - have the care instructions been adhered to?

Depending upon the outcome of the investigation, once the garment is returned, 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 SDO® 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.

Chargeable Alteration and Replacement Order's

A chargeable alteration will be applicable for any SDO® garment if:

- The garment is returned after 8 weeks from dispatch date
- A garment is required to be altered because of a change to the original measurements
- There is weight gain or loss affecting the effectiveness of the SDO® garment
- The garment is returned for an alteration that differs to the original prescription (additional panels, colour changes etc.)

The above will incur a cost of either a minor or major alteration charge dependent on the amount of work required and will be determined by the Senior Design Technician.

Customer Services will notify you within 2 days of receipt of garment for alteration. Please refer to the current price list for alteration costs.