

## Medigarments Ltd Terms, Conditions and Warranty

All orders are subject to acceptance by Medigarments Ltd

### Prices

Prices charged will be those in force on the date of receiving your order plus VAT where applicable. Medigarments Ltd reserves the right to amend this price list and/or its terms and conditions.

### Payment

Payment can be made by Debit Card, credit card, Paypal, and BACS.

### Made to Order Items

These items are made to order against a specific customer order and to the size selected by the customer from a range of standard sizes available. These sizes are multi-sized to enable a simple measure. These goods are not returnable unless there is a material fault in the production of the garment.

### Made to Measure Goods

We guarantee our garments for twelve weeks from date of invoice to be free from defects in material and workmanship.

Each warranty claim will be reviewed on an individual basis and will include the following. Assessment of undue pressure being exerted to the garment (when fastenings have NOT been correctly selected), care of the garment - the wash, wear & care instructions included with the garment must be adhered to.

Once the garment is returned and dependent upon the outcome of the investigation, the garment will be partially or fully replaced at no cost to the customer. If 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

### Alteration and Replacement Orders

If the garment has not been manufactured as per the original order instructions (a non-conformity), Medigarments Ltd will alter/replace the garment at no cost to the customer.

Within the first 6 weeks small adjustments to fit that can be accommodated within the originally ordered garment will be addressed free of charge.

A charge will be applied for alterations that are due to incorrect measurements being provided to Medigarments, or alterations requested to accommodate changes in the patient for up to 6 weeks after date of invoice. Medigarments will undertake alterations according to our guidelines if garments have been cared for according to our wash, wear and care instructions. Alterations will incur a cost in accordance with our alteration guidelines and price list. Customer Services will notify you of the charge within 2 days of receipt of the garment for alteration.

(See detailed descriptions within this Service Agreement)

### Ownership of goods

The product shall remain the sole and absolute property of Medigarments Ltd, until such time as the customer has paid the agreed price, together with the full price of any products subject to any other contract with Medigarments Ltd.

**All garments manufactured by Medigarments Ltd are quality controlled according to the following standards.** Following the UK's departure from the EU, we have taken appropriate measures to ensure the safeguarding of our CE Marking on all our CE marked medical devices through the appointment of a European Authorised Representative. We have also completed the full transition of all of our CE marked medical devices to the new EU medical device regulations (MDR, Regulation (EU) 2017/745) which became mandatory in May 2021. This all means that we remain able to compliantly supply to the EU. We hold the quality management system certified to ISO 13485:2016 (01-0083-1-MED)