

This guarantee is provided with the purpose of giving 100% confidence to any prospective purchaser (both Private and Professional) of a Theraposture product that the equipment specified by Theraposture will indeed be suitable for the intended user.

All clients purchasing products that have been specified by Theraposture Ltd will receive the assurance that following the delivery of the purchased product, there will be a period of 7 days to establish that the product is meeting the user's needs as intended.

This is how it works:

Once the product is made and delivered, should there be any clinical reason why the specification isn't correct, we will either;

- 1) Adapt the product to make it suitable with the agreement of the purchaser. Any addition in specification may incur additional costs.
- 2) Remake the product or supply a different product to an equivalent value of the product supplied.
- 3) Collect the product and refund the costs in full.
(A discretionary contribution can be made by the client to, for example, cover the cost of delivery)

This guarantee covers all products including made to measure bespoke items and mattresses.

Conditions that apply:

The product has to be specified by one of Theraposture's Trusted Assessors or by a Director of Theraposture.

The product has to be paid for in full at the time of the delivery, or must be supplied under official order coverage.

If the product is to be remade or refunded, it must be returned to Theraposture in the same condition that it was supplied.

Our objective is to achieve a positive outcome for all involved but with the priority being the person using the equipment. It is in no one's interest for a client to be left with an unsuitable product. We want you to be able to proceed with your purchase confident that we share the same goals as you do, and that you can proceed without the financial risk of buying a product and being stuck with it if it is not what you expect it to be.

David Holtum
Managing Director
Theraposture Ltd.