



## Sensory Dynamic Orthosis

### Alteration/Complaints Form

All fields are required in order to process your order

**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

##### 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: [thrive@wellandable.com.au](mailto:thrive@wellandable.com.au) to email your electronic order form

## Medigarments SDO 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.

- Introduction of a gastro
- Small reduction on circumference of arms to a maximum of 2 cm
- Legs with closed crotch maximum 1.5 cm
- Legs with open crotch maximum of 3 cm depending upon size of suit.
- Shortening of sleeves or legs on suits or vests.
- (Reduction in the length of a gauntlet, or sleeve, or sock for example is not possible and would require a new order.)

### **After the six-week period alterations will be chargeable**

#### **Minor Alteration - PCP 11**

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

- Shortening of sleeves or legs on suits or vests.
- Small reduction on circumference of arms to a maximum of 2 cm
- Legs with closed crotch maximum 1.5 cm
- Legs with open crotch maximum of 3 cm depending upon size of suit.

#### **Medium Alteration - PCP 16**

Includes up to three simultaneous alterations. Examples listed below.

- Shortening of sleeves or legs on suits or vests
- Small reduction on circumference of arms to a maximum of 2 cm
- Legs with closed crotch maximum 1.5 cm
- Legs with open crotch maximum of 3 cm depending upon size of suit.
- Inserts added to achieve a larger circumference arms and legs, up to 2 cm
- Lengthening of arm or leg - requires a recut of sleeve or leg. Limitation on legs dependent upon panels which have been selected.
- Adding of zips when possible
- Modification to axilla

#### **Major Alteration - PCP 17**

- Change to prescription where adding of new or double panels is possible within the original design.
- More than three changes at once as listed under Medium PCP 16 will result in a major charge.

### **What is not covered under a major alteration?**

- Removal of panels - creates holes in the garment and therefore requires a total recut
- Change of prescription - different panels - recut
- Change from open to closed crotch - recut
- Body lengthening or shortening 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.