



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

Please details here:

When completed, please click: customerservice@jobskin.co.uk to email your electronic order form

Please download your electronic forms directly from our website - www.jobskin.co.uk/file-download

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.