

14-day Suitability Guarantee

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. The 14-Day Suitability Guarantee does not cover comfort or aesthetic issues or problems.

This is how it works:

Following an assessment, once the product is delivered and paid for in full, should there be any suitability related reason why the specification isn't correct and reported to us within 14 days of installation, we will either:

- Adapt the product to make it suitable with the agreement of the purchaser. Any addition in specification may incur additional costs. This includes the exchange of mattress to an equivalent value.
- Remake the product or supply an alternative product to an equivalent value of the product supplied.
- Collect the product and refund the full costs less 10% of the order value to cover all incurred costs such as delivery, collection, cleaning and administration.

The 14-Day Suitability Guarantee covers all products including made to measure bespoke items.

Rotoflex Beds are rented initially before they are purchased. They can be returned if unsuitable during the 2 week rental, but the 2 weeks rental (£1500) must be paid. For Rotoflex beds that are delivered and assessed at the same time (Combined Delivery and Assessment), there will be no retention made if the bed is taken away at the time of the assessment. Mattress can be exchanged on a Rotoflex bed to an equivalent value.

Conditions that apply:

1. The product must be ordered within 10 weeks of the assessment date.
2. The product must be specified by one of Theraposture's Trusted Assessors or by a Director of Theraposture Ltd.
3. The product must be paid for in full at the time of the delivery or must be supplied under official order coverage.
4. If the product is to be remade or refunded, it must be returned to Theraposture in the same condition that it was supplied and complete.
5. If a product is to be remade or modified, a remake agreement must be signed by the client and by Theraposture. Remakes or modifications are not supported by a further Suitability Guarantee period.
6. Products cannot be returned for comfort / mattress related issues. Mattresses however can be exchanged to an equivalent value.
7. Rotoflex Rentals or Rotoflex rental to purchase, are not covered by the 14 Day Suitability Guarantee apart from mattress exchange within 14 days of delivery.



"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. With Theraposture you can proceed without financial risk of buying a product and being stuck with it, if it is not what you expect it to be."

Liam Braddell, Managing Director, Theraposture Ltd.

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