

Returns Policy and Suitability Assurance – Theracare beds

Prior to manufacture:

Theraposture will send a specification form to the purchaser / prescribing Occupational Therapist (OT) for approval. Once this has been approved, the purchaser / prescribing OT is responsible for all specification choices and the suitability of the bed for their service user. Orders may be cancelled before any part of the order is made.

Prior to delivery, once the Theracare bed has been made:

Up to and including the day of your delivery, you can choose to cancel your order. Customised orders cannot be cancelled unless the full cost of any customisation is paid. This includes padding and mesh sides.

On the day of the delivery:

On the day of the delivery, the customer may reject their Theracare bed, if they feel that it is not suitable for them. This decision must be made whilst our delivery team is still at the delivery address. In this case, all monies paid to that point will be fully refunded, or carried into a new alternative order, with no cancellation costs. Alternatively, the Theracare bed can be adapted to make it more suitable. Any additional specification or difference in value must be paid for.

After the delivery:

Within 14 days of the installation, the customer may exchange their bed and / or mattress for an alternative Theraposture product up to an equal value, providing that its condition is 'as new'. You must inform us within 14 days of the delivery. Alternatively (within 14 days of installation), a bed can be returned if preferred, with a 25% retention being kept by Theraposture.



The following conditions apply:

Beds must be paid for in full at the time of the delivery.

Mattresses have a separate returns policy.

If we are asked to dispose of an old bed, we will not be able to return it. Theraposture will not be held liable for any replacement in such a situation.

"Our objective is to achieve a positive outcome for all involved 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 confidently, which is why we provide a detailed quotation, and specification approval process."

Liam Braddell, Managing Director, Theraposture Ltd.

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