

## Returns Policy and Suitability Assurance – Rotating Beds for one person

Single occupant Rotating Beds can be purchase or rented.

### On the day of the delivery:

On the day of the delivery or Combined Delivery and Assessment (CDA), the customer may choose not to keep their 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 will be fully refunded.

### After the delivery:

After the delivery of the Rotating Bed, should you wish to return your bed, you must inform us within 14 days of the delivery. You may return the Rotating Bed but there will be a retention of £1500 to cover incurred costs. This applies to all purchases and rentals of new and refurbished beds. The remaining money paid will be refunded less the cost of any personal aesthetic choices such as oak or upholstered surrounds.

### 14-day mattress exchange:

Within 14 days of the installation, the customer may exchange their mattress to an equal value, providing that its condition is 'as new'.

### 14-day bed exchange:

Within 14 days of the installation, the customer may exchange their Rotating Bed for an alternative Theraposture product to an equal value, providing that its condition is 'as new'. If the replacement product costs less, the difference will not be refunded. If the replacement product costs more, the difference must be paid.

### 14 Day adjustment period:

Within 14 days of the installation, the customer may receive support to adjust their bed if needed for no cost. Any addition in specification may incur additional costs.



### The following conditions apply:

All Rotating Beds must be supplied following an assessment. This is either before the installation, or on the day of the installation, which is a Combined Delivery and Assessment (CDA). Assessments must be done by a member of the Theraposture team.

Purchased beds must be paid for in full at the time of the installation. Those renting beds must have paid their initial payment in full before or at the installation.

Once a Bed or a Mattress has been exchanged, it cannot be exchanged a further time unless it is paid for in full.

Oak frames and upholstered surrounds are personal aesthetic choices and cannot be refunded and are not covered under the Suitability Assurance.

If a bed 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 Assurance and cannot be returned or refunded.

"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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