

Foothealth UK Ltd Terms & Conditions for Custom made Products

Turnaround Times

- We aim to achieve normal turnaround on custom made orthotics in approximately 5-7 working days. Flip Flops approximately 10-14 working days and Sandals approximately in 3-4 weeks.
- We offer a 3 day (in house) rush service at £15 plus vat (orthotic devices only)
- We offer a 1 day rush service at £25 plus vat this is a one full day in house service and orthotic will dispatch next day orders must be placed prior to 12(noon) to ensure next day dispatch (orthotic devices only)
- If rush service is ticked on the prescription form, the above charges will be applied accordingly.
- Although every effort is made to maintain turnaround as swiftly as possible there are times due to circumstances beyond our control that delay may inevitably occur. We do advise to check on your order progress before booking in a patient for any fitting appointment if the product has not been received prior.

Postage and Packaging

- Postage and Packaging is charged at £3.99 plus vat per pair for a standard delivery either by courier or 1st class signed for royal mail.
 - Orthotics will be packaged with an instruction card and labelled as standard.
 - Postage for Sandals and Flip Flops is £5.50 plus vat and postage.
 - Please note below surcharges on top of normal P&P charge for timed deliveries
- Pre 12 (noon) – £8 plus vat surcharge (Saturday pre 12(noon) – £18 surcharge plus vat)
- Pre 10am – £9.50 plus vat surcharge (Saturday pre 10am – £25 surcharge plus vat)

Settlements

- Credit terms are agreed at 30 days from date of invoice. Invoice will be dated from the date of dispatch.
- Invoice queries must be raised within 14 days of receiving the invoice.
- Products remain the property of Foothealth UK Ltd until the product invoice has been paid in full.
- The company reserves the right to charge a 4% interest charge on invoices that exceed their credit terms and late payments may also place an account on hold which may result in a delay of the dispatch of any outstanding orders.
- Accounts that continue to exceed their credit terms may be passed to an external agency where a late payment fee may also be applied.

Products & Services

- The purchaser shall determine the suitability of any product they are ordering for the intended use.
- Foothealth UK Ltd shall not be under any liability in respect of any fault occurring due to error or inaccurate information supplied by the customer in their specification or order/prescription form.
- Any recommendation, advice or suggestion made by a representative of the company in respect of our products or devices does not express any conveyed or implied acceptance of liability for outcomes or tolerance of the products/devices which are both entirely the responsibility and control of the prescribing practitioner.
- Polyprop orthotic module is guaranteed for 10 years against cracking or splitting and will be replaced free of charge if either of the above occurs.
- Polyprop Orthotic top covers, accommodations and paddings are guaranteed for a minimum of 6 months against cracking, splitting or removal from orthotic module. This warranty does not include general marking on the materials, basic wear from general use. We will not be liable for wilful damage, negligence or failure to follow the company's instructions.

-We will not be liable for any products that have been altered by the practitioner or other external source without prior written approval.-EVA orthotics are guaranteed for 12 months.

-EVA flip flops have a one month comfort fit warranty only

-3D printed sandals have a one month comfort fit warranty only

-Footwear products (Flip flops and sandals) do not have any extended warranty. The products are worn externally and dependent on patient activity and care of product. However, if there is a manufacturing default within the first 6 months on straps or base then a replacement will be offered upon inspection of the product and agreement of the default.

-Custom made products are not returnable for credit. Each device is fabricated from the impression taken according to the customer's specific prescription instructions detailed on the order form and we can not be responsible for desired outcome or results.

-Whilst every care is taken to accurately describe our products and materials, the colours/materials can vary slightly. We reserve the right to alter, update and change specifications on any items without prior notice.

-Any product must be returned to the company for inspection before any replacement can be made.

-If any goods are returned prove to be faulty in material or workmanship we will repair, replace or refund the price of the goods. We will not be liable for damages consequential or otherwise.

Repairs/Refurbishments

-For Polyprop orthotics outside of the 6month warranty period on top covers we offer a refurbishment service.-We are unable to offer a refurbishment service for EVA orthotics, Flip Flops or Sandals.

Adjustments to orthotic devices

-We offer 1 free adjustment to an orthotic – EVA and Polyprop. This free adjustment must be received at the laboratory within 12 weeks from the date of the original invoice.

-Free Adjustments are to the existing device.

-If a remake of a polyprop module is required (i.e. change of heel cup etc) within the first 3 months from date of invoice there is a re-mill charge.

-If a practitioner requires a Polyprop orthotic to be changed to EVA or vice versa there will be a remake charge.

-If an EVA device is remade to Polyprop any additional difference in the original order price will be added as a surcharge in addition to the remake fee.

-Any additional adjustments will be charged.

-Any changes to a device after 6 months are charged as a refurbishment.

Other Terms

-We are not responsible for any damage to casts sent to us in the post.

-We are not responsible for any postage charges to send products, casts, adjustments or repairs to us.

-There is no cooling off period for custom made products. Once manufacture for a custom-made product has begun we are unable to cancel or offer a refund.

-Any changes to a prescription must be provided by the customer in writing or by calling our main office number where the changes can be logged and recorded.

-Any adjustment/repair requests must be provided by the customer in writing or by calling our main office as above.

-Our calls are logged and recorded for monitoring and training purposes.

Your statutory rights are unaffected by the terms.

Terms & Conditions for In-Clinic Printing

Foothealth UK are an established Orthotic manufacturing company. Our mission is to revolutionise the orthotic industry making it more affordable, swifter, and greener by bringing 3D printing of orthotic devices directly in clinic.

With every purchase of our In Clinic Printer package you will be provided with, the warranties and technical support as detailed below.

3D printer Warranty and 1st year service contract included in initial sale price

1 year cover on all manufacturer warranty on the major printer parts. * Listed in Annex A

3month warranty on minor parts *listed in Annex A

The above warranties do not apply to consumables. *Consumables listed in Annex A

An Initial training programme (2-3 hours) delivered in our premises to learn to understand and operate the 3Dprinter for orthotic production. This training will cover correctly loading orthotic design files, replacing consumables and a basic trouble shooting guide. Other training options can be agreed separately but additional charges may apply.

Free telephone and online support

This warranty is granted under the explicit condition that our installation and maintenance instructions have been observed.

This warranty does not cover any defect or damage caused by inappropriate use, incorrect or improper use or normal wear & tear.

The warranty period starts from date of delivery notice/invoice.

For a warranty claim to be valid notification must be made in writing before the end of the warranty period, with proof of original purchase and serial number of product.

Any returns must be made in the original printer box packaging to ensure safe receipt. If the original packaging has been disposed, please contact us for a replacement (costs incurred).

PLEASE NOTE

The 3D printer is under your sole ownership and is open source for you to use at your own discretion. However, the 3D printer has been supplied by Foothealth UK as part of our orthotic in-clinic printing package. The settings and calibrations have been accurately set between your printer and our design/slicing software. Everything has been carefully calibrated and tested with our brand filaments and parts to ensure smooth operations of the machine.

Using any alternative brand filament, parts, consumables or attempting to print alternative products on the printer by changing profiles/settings can lead to clogged nozzles, calibration issues or other print problems.

We cannot be held responsible for any unauthorized modifications made outside of our company that significantly change your Fit4u printer & parts nor can we be held responsible or for problems caused by using alternative filament choices. Therefore, any parts, filaments or other consumables used outside of Foothealth UK Ltd will void our service agreement.

The above restrictions are designed to protect your printer and ensure a smooth operation for your clinic. Should you prefer to use alternatives consumables outside of our warranty we will naturally attempt to assist you in the event of problems occurring, but our service/technical charges will apply.

Any changes to these terms and conditions must be agreed in writing.

Fit 4 U 3D Printer Terms & Conditions – Annex A Warranty Parts and Consumables

Major Parts covered by 1 year warranty

Extruder Fan – 24V 4010
E Axis Motor

X Axis Motor
Y Axis Motor
Z Axis Motor
Hot Ends
Drive Belt
USB Port
Control Display
Motor Driver
Y Axis Limit
X Axis Limit
Z Axis Limit
Model Cool Fan 24v 4010
Motherboard
Power Supply
Gear
Spring

Parts Covered by 3 month warranty

Heating Rod
Thermistor

Consumables – NOT COVERED UNDER WARRANTY

Nozzles
USB disk
Glass Print plate
Power Cables
Print top Lid