

FitzKidz®

Ordering guidelines and returns



Ordering guidelines

- Please quote your PO number when placing an order.
- Please quote model name/part number and any other specification required when ordering, including style, colour, material, size, fastening, and anti-varus/oversplint (if required).
- Orders placed by telephone then faxed or posted should be clearly marked with 'CONFIRMATION ORDER' to avoid risk of duplication.

FitzKidz products are sold in the UK by Ortho Europe Ltd who participate in the **NHS PURCHASING CARD SCHEME** and can accept orders / payment by this method.

FitzKidz products are sold in the Republic of Ireland by Ability Matters, a company registered in the Republic of Ireland. FitzKidz products are sold outside the UK and Ireland via Ortho Europe and its distributors. Please contact info@ortho-europe.com to find out more.

Delivery

All orders under £250 are subject to a standard delivery charge (2-3 working days). Delivery within the UK can be arranged next day at an additional cost. Free delivery applies to all orders over £250.

Please contact Ortho Europe for information on delivery charges outside of the UK.

Incorrect delivery

On receipt of the goods the customer is required to check the consignment. In the unlikely event that the type or quantity of goods is incorrect, please notify our Customer Services Team within seven working days of the date of delivery. After seven working days, Ortho Europe cannot accept responsibility for an alleged incorrect delivery.



Returns policy

Authorisation must be issued by Ortho Europe prior to any goods being returned.

Please contact Customer Services on **+44 (0)1274 481122** for an RMA (*returns material authorisation*) number. You will receive a copy of the RMA order, which must be included with the goods to be returned. Failure to either request a returns number, or include the RMA document with the goods, will result in a delay in dealing with your replacement goods, or subsequent credit. Ortho Europe reserves the right to charge delivery costs on returned goods.

Items returned for reasons other than our error or product quality issues will incur a 25% handling fee. FitzKidz goods must be returned to Ortho Europe within 14 days of purchase – other orthotic products may be returned within three months. Goods accepted for return must be in an acceptable resaleable condition.

The following goods cannot be returned unless they are faulty or have been adapted incorrectly:

- 1. All alternative style options (includes optional fasteners/stiffeners/antivarus/oversplint)**
- 2. All modular and bespoke options**
- 3. All adapted footwear**
- 4. Goods not in a resaleable condition**
- 5. Any obsolete, non-stock or special order goods**

Single patient use

It is a condition of sale that orthopaedic products purchased from Ortho Europe are restricted to 'Single Use Only' by the originally fitted patient. This is to protect the care provider and the patient against potentially adverse consequences of infectious disease transmission or material instability resulting from prior use.

Any expressed or implied warranties are void if the orthosis is re-used for another patient.

Any orthosis purchased must be prescribed and applied by a qualified clinician to ensure that it meets the needs of the particular patient and achieves the desired results.





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