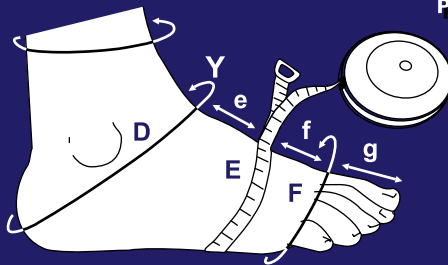


MEASURING FOR CUSTOM-MADE PRESSURE GARMENTS

GARMENT ALTERATIONS



Pressure Garments • Custom & Ready-Made



Revised January 2008

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Reorder Form - ALTERATION REQUEST EXAMPLE

PLEASE DO NOT WRITE IN MARGINS

RE-ORDER FORM



BCI_39294

Patient Doc, Jane
Last Name First Name
 Bio-Concepts
 Patient No. _____
 Ordered By Philip J., RPT Date 11/2/07
 Facility Desert General P.O. No. DEF458
 Ship To Patient Facility How Ship Mail Need By _____
 Address 2701 N. Feldspar, Prescott, AZ 85031
(520) 555-3978

**Re-order "As Is" or
with Minor Changes.
If new measurements are
required, attach the
appropriate chart**

	Quantity Left	Quantity Right	Quantity
#6	1	1	2
Change: Add dorsal zipper			
<u>ALTERATION</u>			

Alteration Request #6 Glove to Wrist

An alteration is a change to an existing garment. Patient measurements might change or options and features not requested on an initial might be desired.

In this example a dorsal zipper is requested. A new purchase order number is provided to cover the cost of this elective alteration. We are requested to send the altered garment directly to the patient.

Always include instructions with the garment when you send it to us. It is not useful to fax the instructions separately from the garment, nothing can be done until we receive the garment to be altered.

NEVER re-fax old measurements - see the Measuring Manual for proper procedure for re-ordering
 800-421-5647•FAX:800-650-9424•2424 E. University Dr., Phoenix, Arizona 85034

PLEASE DO NOT WRITE IN MARGINS

CUSTOM GARMENT ALTERATIONS

Elective Alterations

Elective alterations are a simple and inexpensive means of extending the life of a custom made pressure garment. Most garments can be altered to achieve better fit for a patient who has gained or lost weight and a garment can sometimes be altered to include a feature which was not thought to be necessary when first ordered. We can add zippers, shorten garments, and add material to garments.

Our alterations staff would appreciate it if garments are laundered before they are sent to us.

Enclose a reorder form with the garment. Make sure your instructions are specific. In many cases you will be able to use a ball point pen to mark the garment exactly where the altered feature is to be placed or changed. For a garment that is too loose on a patient who has lost weight, pinch the fabric between your index finger and thumb so it stretches tightly and make a mark on both sides of the pinch. Continue all the way up and down the garment as needed. For a garment that is too tight on a patient who has gained weight, we usually add an insert or expansion panel and design it to add circumference to the problem area. We will need to know how much to increase the circumference.

Not all desired alterations can be made as requested. For example, it is not practical to increase or decrease all of the measurements of a glove. It would be much better to simply make a new glove. It is technically feasible to increase the length of a sleeve, but there would be a seam where the new material is joined to the old. Many patients would object to that, and for the lymphedema patient, in particular, circumferential seams may tourniquet the limb, impeding the flow of lymph that was intended. Please call and speak with our alterations specialists if you have an idea for a garment alteration, but would like us to confirm that it is feasible and will accomplish your therapeutic goals before you send it.

There is a fee for elective alterations for each garment. In addition, any new features incorporated into an altered garment would also be charged.

Warranty Alterations

The procedure for returning a garment for warranty alteration or replacement is the same as above. Please describe the problem and why the garment qualifies for a warranty replacement or alteration. If the garment cannot be altered to correct the mistake (for example, a glove that is too small in all dimensions) a new garment will be constructed. In most cases we will have to ask that you return the garment so that we can determine the cause of the problem.

Our warranty covers defects in workmanship, materials, and design, for 30 days from the time the patient receives the garment. If you believe a garment qualifies for a warranty alteration or replacement please call right away.