

ORDERING/DELIVERY INFORMATION FOR BEAGLE CUSTOM PRODUCTS

Beagle Orthopaedic is proud to offer the facility to customise certain products.

If you require a custom-made product, or you would like a standard product with extra specifications please call our Customer Service department, who will be happy to discuss any bespoke needs. Alternatively, you can complete and return the relevant orthometry chart which can be found on our website along with your order.

To ensure that all custom products are made to your specification we will require a hard copy of the measurements prior to commencement of manufacture.

Please note that we are unable to provide custom products to private individuals

Custom CLTSO Combo and Airback CTLSO

All orders placed before 3.30pm will be despatched same day for next working day delivery*.

Timed deliveries/same day deliveries are available if your order is required urgently at an additional cost*

Beagle Custom Fabrication Products

Our Custom Fabrication department aim to despatch all orders within 2 weeks of receipt of order on a next working day delivery as standard. Delivery charges apply – see below.

Please contact customer services if your order is urgently required.

Beagle Custom Soft Goods

Our in-house soft good manufacturing department aim to despatch all orders within 5-6 days of receipt of order on a next working day delivery as standard. Delivery charges apply – see below.

Please contact customer services if your order is urgently required.

DELIVERY CHARGES

The following charges apply:-

UK Mainland delivery charge

Next working day delivery on all orders over the value of £200 will be free of charge. otherwise a delivery charge will be added to your order dependant on the service chosen.

Eire delivery charge

All orders over the value of €250 will be free of charge, otherwise a delivery charge will be added to your order dependant on the service chosen.

Europe and Rest of World delivery charge

Please contact customer service for information.

DELIVERY OPTIONS

The following delivery options are available:

UK Mainland

First Class – smaller items only

Standard next day delivery*

Pre 9am next day delivery*

Pre 10am next day delivery*

Pre 12 pm next day delivery*

Saturday delivery*

Same day delivery*

* **Please note:** some services are not guaranteed to certain remote post codes or non-mainland UK addresses. Please contact customer services to confirm.

Eire and Europe

Standard 2-3 working day delivery from order confirmation.

Rest of World

Please contact our Customer Services for assistance.

RECEIPT OF GOODS PROCEDURE

Any discrepancies must be reported to us within 5 days of the receipt of items. Beagle Orthopaedic cannot be held responsible for any missing/defective items after this time period including transport damage.

RETURN OF GOODS PROCEDURE

We are unable to accept the return of any custom-made products.

PROCEDURE OF USE

All our products are for single patient use only, to ensure quality of the product, correct fitting and to help combat contamination of infectious diseases. All warranties are void if the product is re-used on a second patient.