**The Great British Podiatry Clinic Ltd**

**Refund Policy 2024**

At The Great British Podiatry Clinic Ltd (Registration SC754520) we aim to provide services and products to meet our Patients’ expectations. There may be occasions when this does not occur and when this happens, we are happy to listen to your concerns.

**Services and Products we supply**

1. Services – these are the appointments we provide to you. We have multiple services from General foot care, including corns, calluses and verrucae. Each service has associated fees and specific time allocation.
2. Specialist Services – these are speciality services that are more invasive and performed by our Podiatrist with specialist training such as Nail surgery, Swift Emblation Microwave therapy, MSK assessment and MLS laser therapy. These service fees are more expensive than general foot care fees due to costs of specialist equipment, training and extra time allocation.
3. Our fees include a range of other tasks such as: history taking and listening to your concerns, assessments, diagnosis, treatment, education, brochures/handouts, clinical notes, referral letters and administration (phone calls, scanning of forms, input of demographics into clinical systems etc…).
4. We also rebook appointments and take payments as part of this service.

You will sign a consent form, with associated terms and conditions on your first appointment. Additional consent forms will need to be signed prior to any new or specialist treatment being carried out. Please read terms and conditions carefully.

If you believe that a service does not meet your expectations or have not fully addressed your concerns. Please let us know a.s.a.p. This will give us the opportunity to provide further assistance and, in some cases, offer a service at reduced cost or free of charge.

We do not offer refunds for Services and Specialist services that have been provided or have failed to work.

*Please note: We reserve the right to refuse to offer you another service or free treatment if we believe your request is unreasonable.*

**Medical Equipment**

1. We provide a wide range of medical equipment these include custom-made and prefabricated foot orthotics, post-op shoes, ankle/foot braces and moon boots.
	1. These medical items are prescribed by your Podiatrist aimed at a particular task of improving gait, foot function and to potentially reduce painful symptoms.
	2. These medical items come with no guarantee that they will be completely successful in the treatment of your condition.
		1. This may be due to your medical condition being more complex and/or other unknown underlying conditions which may require further investigations and/or surgery.
		2. may not follow the correct instruction provided by their Podiatrist on how, where and when to wear the foot devices or have not changed their footwear to accommodate their devices.
	3. Custom made orthotics and devices cannot be returned or refunded as they are made especially for you.
	4. Medical devices cannot be returned or resold due to hygiene reasons and therefore not refunded.
2. With any medical device used in rehabilitation or to correct gait there will be associated wear and tear.
	1. We are not responsible for this wear and tear, breakage, misuse or tampering of these devices.
	2. You will be charged for any repairs, unless the item was recently purchased and is defective (under warranty).

Given the reasons above we do not provide refunds or replacements for medical devices that we have provided however if there is a problem with a particular item then we are happy to listen to your concerns.

 *Please note: We reserve the right to refuse to offer you another service or free treatment if we believe your request is unreasonable.*

**Products**

1. Products are items we buy in to sell on to our patients such as foot creams, physio tapes, TheraBand (exercise band) and instruments (such as nippers and files etc…).
	1. These items are not refundable due to hygiene reasons (unless faulty) and cannot be offered for resale.
	2. We cannot be held responsible for any allergic reactions to these products but please inform your Podiatrist if any reaction occurs so we can record it in your notes.
2. Medicaments are medical creams, sprays and dressings we sell to our patients to help aid in some dermatological conditions.
	1. These are not refundable due to hygiene reasons.
3. POM-A and POM-S are restricted medicines which can be administered or supplied by Podiatrists with these certifications.
	1. Such as local anaesthetic, some antibiotics and medicaments.
	2. Important Please inform your Podiatrists of any allergies.
	3. Once administered we cannot provide refund for any medicines which do not work or cause an allergic reaction.

We sell products and medicaments in our clinic for patients to purchase at their convenience. We purchase our products via third-party organisations in small quantities and therefore they are a little more expensive than Supermarket and well-known pharmacist’s prices. We do inform patients of our medicament costs prior to purchase. Once purchased we cannot refund these products due hygiene and contamination laws.

Please take the time to read our Refund Policy and contact us if you have any queries on gbpodiartyltd@gmail.com or call 07597694581