

MACMED REPAIR PROCEDURE



IMPORTANT:

Please be advised that **no repair** will be undertaken by MacMed Healthcare or its contracted manufacturers without the relevant paperwork and authorization order

1. The Hospital/Health Facility is responsible for marking each item with an easily recognizable facility name to assist with future identification.
2. MacMed Form 2/0210R can be obtained from MacMed Healthcare Head Office or downloaded from the website on www.macmedhealthcare.com
3. All products submitted for assessment and/or repair to MacMed Healthcare's manufacturer must be accompanied with a completed and authorized MacMed Healthcare Form 2/0210R, or the product will not be accepted.
4. A completed and authorized DUPLICATE copy of Form 2/0210R must be forwarded to MacMed Healthcare via fax on (07) 5522 7276 or email info@macmedhealthcare.com
5. The Hospital/Health Facility representative should only complete the shaded portion of Form 2/0210R.
6. All Victoria repairs/assessments should be addressed to Clipper Plastics, 5 Bessemer Road, Bayswater North, VICTORIA. All other repairs (NSW and QLD) should be addressed to MacMed Healthcare, Unit 10, 30 Mudgeeraba Road, Mudgeeraba, QUEENSLAND.
7. **NOTE:** Unless the product is covered under the MacMed Healthcare warranty, all freight costs will be for the account of the Hospital/Health Facility.
8. Macmed Healthcare and its manufacturers reserve the right to refuse any product, that in their opinion, is contaminated. In this case, the product will be destroyed and the Hospital/Healthcare facility will be provided with a written quote to fully replace the product.
9. MacMed Healthcare will not patch any product under any circumstances. The assessment carried out will be as to whether the product can be satisfactory repaired or requires a complete new cover. MacMed Healthcare will not repair a previously repaired item or any product over two (2) years old. These products will be recovered at the cost of the Hospital/Health Facility.
10. Following assessment, MacMed Healthcare will forward a written report or quote to the relevant Hospital/Health Facility representative on the email and/or fax number recorded on Form 2/0210R.
11. Within **30 days** of the date of the quote, the Hospital/Health Facility will be responsible for forwarding an authorized order with regard to the item, via fax (07) 5522 7276 or email orders@macmedhealthcare.com

12. If an official order or alternative instruction is not received within **30 days** from the date of the quote, MacMed Healthcare reserves the right to instruct its manufacturers to destroy the item.
13. Hospitals/Health Facilities should allow approximately three (3) weeks from receipt of the official order for all repairs/recovers/replacements.

MACMED HEALTHCARE WARRANTY

1. REPAIR – 3 months.
2. RECOVER – A two (2) year warranty on the cover, covering faulty workmanship/materials, with the exception of Emergency Departments (EDs) where the warranty will be only 12 months.
3. REPLACEMENT - A new replacement item will be covered by the MacMed Healthcare warranty of two (2) years for the cover (one year (1) for emergency services) and a five (5) year warranty on the foams.

**For further information please contact MacMed Healthcare on
1300 308 184**