

Foothealth UK Ltd

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Foothealth UK Ltd

Deposit, Payment, Cancellation & Refund Terms for Special Order 3D Printers and Software

1. Overview

These terms govern the deposit, payment, cancellation, and refund policies for all special order 3D printers and related software sold by Foothealth UK Ltd ("we," "us," or "our") to business customers ("you" or "the customer") in the UK. By placing an order, you agree to these terms.

2. Deposits and Payment Terms

Printers: A non-refundable deposit of 50% of the total printer price is required to secure your order. This deposit is transferred to the manufacturer within 48 hours to commission the printer.

Software: A non-refundable deposit of 20% of the total software price is required to cover licensing, administration, and preparation costs.

Deposits are non-refundable once paid, as they are used to initiate manufacturing, licensing, and administrative processes that cannot be reversed. This includes commitment of engineering time, manufacturer resources, and third-party costs incurred on your behalf.

The remaining balance is due 7 working days prior to the scheduled printer delivery date and 7 working days prior to the software setup appointment.

Payment must be made by the agreed methods and within the agreed timeframe.

3. Cancellation Policy

3.1 You may cancel the remaining balance of your order (excluding deposits) up to 7 working days prior to the scheduled printer delivery or software setup date, provided the printer has not yet been received at our warehouse.

3.2 Deposits are non-refundable in all cases, as they cover manufacturer commissioning, licensing, and other

upfront costs.

3.3 Cancellations will no longer be accepted once the printer has been received at our warehouse, regardless of whether your delivery appointment is scheduled for a later date. This is because storage, handling, and engineering scheduling costs begin from the point of receipt.

3.4 You may not cancel your order once the printer has been received at our warehouse, regardless of whether your delivery or setup date is scheduled for a later time.

You remain liable for the full balance and any associated delivery, installation, and training costs from the moment we receive the printer.

Cancellation rights do not extend based on your preferred installation date. Our obligations - including storage, engineer scheduling, and delivery preparation - begin upon receipt of the equipment.

If you attempt to cancel within 7 working days of your scheduled delivery or setup date, or at any point after warehouse receipt, you will remain liable for the full balance and costs incurred.

4. Delivery, Installation & Training

Delivery lead times are typically 4 to 6 weeks from receipt of deposit and full order confirmation.

Delivery and training appointments are booked based on mutual availability.

You are responsible for making yourself available to receive delivery and attend training at the agreed time. Delays in scheduling may postpone service.

Each customer is entitled to one complimentary rescheduling of a delivery or installation date. Additional changes may incur administrative or scheduling fees.

5. Returns and Refunds

Printers: Due to the bespoke nature of the product and associated delivery, setup, and training costs, printers cannot be returned for a refund once delivered.

Software: Software is non-refundable in full. Once ordered, the software is licensed and downloaded directly onto your device(s), and as such, cannot be returned or cancelled once installed. This includes both the deposit and final balance.

Software installation is carried out by our engineers either:

- during a remote Zoom session, or
- on-site during printer delivery and setup.

In both cases, the software is considered delivered and activated once the installation process begins. From this point onward, the software is non-refundable.

If a software installation session (Zoom or on-site) needs to be cancelled or rescheduled, you must provide:

- At least 3 working days' notice for remote sessions
- At least 5 working days' notice for on-site sessions

Late cancellations or failure to attend an agreed session may result in forfeiture of your deposit and may incur additional rescheduling fees.

It is your responsibility to ensure that your PC or network meets the minimum requirements prior to installation. We are not responsible for incompatibility, firewall restrictions, or local system issues once the software is delivered and installed.

Software licensing is conditional on full payment. Failure to pay the balance in accordance with these terms may result in revocation or deactivation of the software license without further notice.

No refunds or returns will be accepted on products used, installed, or damaged by the customer.

No returns or refunds will be accepted beyond the terms specified in this document.

6. Liability for Costs

Deposits cover manufacturer commissions, licensing, administration, and initial overheads.

You remain liable for all outstanding balances, including any costs related to delivery, installation, training, and cancellation fees where applicable.

In the event of late cancellations or no-shows, we reserve the right to recover losses incurred, including, but not limited to, labour allocation, delivery re-booking, missed training slots, storage fees, and administrative handling. All charges will be proportionate to the loss incurred.

7. Inspection on Delivery

You must inspect the printer upon delivery and notify us of any visible damage or missing components within 5 business days.

Acceptance of delivery constitutes confirmation that the printer was received in good condition.

8. Failure to Pay Balance or Arrange Delivery

Within 3 to 5 weeks of receiving your deposit, we will contact you to arrange payment of the outstanding balance and to schedule a delivery and training appointment.

We understand that clinics may require time to schedule appointments due to patient commitments and staffing. However, a delivery appointment must be scheduled within 4 weeks of our first contact requesting final payment.

While the delivery date itself can be booked further in advance, the full balance must be paid within 4 weeks of our first request - or no later than 7 working days before delivery, whichever is sooner.

If you do not pay the outstanding balance and/or schedule a delivery appointment within this 4-week period, we reserve the right to:

- Cancel your order without further notice.
- Retain all deposits paid to cover costs incurred.
- Charge reasonable storage or warehousing fees for holding the printer.
- Resell the printer to recover costs.
- Pursue recovery of any outstanding balances and any losses incurred, including cancellation, storage, and resale costs.

If delivery or installation is not completed within 3 months of the printer being received at our warehouse, for reasons outside our control, the order will be considered fulfilled for billing purposes. We may charge ongoing storage fees or proceed with cancellation and resale of the equipment at our discretion.

Timely payment and scheduling are essential to allow us to manage delivery and service commitments efficiently. Extended delays do not reduce your liability for final balance payments or associated costs.

9. General Terms

These terms form part of your contract with Foothealth UK Ltd.

They comply with relevant UK legislation governing B2B sales and contracts.

We are not liable for delays or failure to deliver due to events outside our reasonable control, including but not limited to manufacturer delays, shipping disruptions, illness, strikes, or natural disasters.

Any disputes will be handled in accordance with the governing law and jurisdiction stated in your main contract.

10. Contact Information

For any questions about deposits, payments, cancellations, or refunds, please contact:

Foothealth UK Ltd

Customer Service

Email: info@foothealthorthotics.co.uk

Phone: 01295 256 252

By placing an order with Foothealth UK Ltd, you acknowledge that you have read, understood, and agreed to these Deposit, Payment, Cancellation & Refund Terms.