

## WHAT TENS CARE OFFERS TO YOU AND YOUR PATIENTS

### TensCare TENS Machines:

- Most of our units offer digital accuracy and ease of use, to treat a variety of conditions.
- All TensCare TENS machines have a two-year warranty.
- All TensCare units are priced competitively, with discounts for patients, and volume discounts for hospital purchases.
- We have a 7 minute introductory video for the Touch TENS that you can use for patient familiarization.
- Patients that purchase TensCare units have access to a 28 DAY MONEY BACK TRIAL.
- If the patient returns the unit within 28 days, the payment will be refunded, less the delivery charge.

### Patient Purchase:

Patients can come direct to us to purchase their TENS Machines - it is the easiest and quickest way to order goods.

The patients can order in a number of ways:

- By phone with a credit or debit card. Their goods will arrive approximately 5 days after they ordered the product (depending on choice of delivery type).
- On our website – ensure they enter their referral code when requested at the checkout.
- By post - filling in the order form on the price list/leaflet and sending a cheque. Patient's orders will take longer this way, as it is company policy to clear cheques for 5 days before sending goods out (depending on choice of delivery type).

*Please ensure that your patients mention your Referrer Number or your hospital and department when they place any order. This way you will ensure they are noted on your **Patient Referral and Freebie Scheme** (see below).*

### Patient Referral and Freebie Scheme:

For every 7 patients that come to us to purchase a machine on your referral (quoting your Referrer Number, Hospital Department, and/or Voucher Code), you will get 1 free unit of your choice (or for every 10 orders placed by patients, we can send you a Sports TENS 2).

We count referrals every six months.

There is no upper limit to this scheme, however if you do not need to add to your stock of units, you may choose to receive six packs of electrodes for your existing units instead.

### TensCare Free Hospital Trials:

TensCare offer a free 3-month trial to Hospitals for any of our units. Quantity of trial units (up to 5) will depend on the number of TENS patients you have.

We send the units to you and ask you to send a signed copy of the receipt back to show you have received them.

After this, the unit is left in your capable hands for the period stated. At the end of that period a Proforma invoice and letter is sent to you to remind you that the trial period is up. At this stage you can either forward the proforma for payment or return the products to us in the original packaging. This is completely obligation free and can be done with all TensCare units.

### Hospital Purchase:

We offer very competitive volume discounts for units and electrodes.

Please contact us if you have any questions or would like some more information:

Telephone: +44 (0)1372 723 434

Email: [sales@tenscare.co.uk](mailto:sales@tenscare.co.uk)

Opening hours: Monday-Friday, 9am-5pm