

RETURNING YOUR UNIT BY POST

Please return the following items in the original box:

- MamaTENS unit or MamaTENS MyTime unit (in the pouch)
- Neck Cord

It is important to return the unit inside the box in order to avoid damage during transit.

The Prepaid Return postage envelope only allows for these items.

Please dispose of:

- a) the electrode pads with the integrated lead wires
- b) any spare batteries (you do not have to remove batteries in the MamaTENS or MamaTENS MyTime unit)
- c) instruction booklet
- d) pictorial guide

Please use the prepaid self adhesive plastic mailer supplied.

When you return your MamaTENS or MamaTENS MyTime, **you must pick up a FREE**

CERTIFICATE OF POSTING

from the Post Office. You need to keep this for **TWELVE WEEKS** as it can take this long to resolve claims.

If the machine goes missing on its way to us, and you are able to supply the Certificate of Posting, you will not incur any further charges.

Failure to return your MamaTENS or MamaTENS MyTime without a certificate of postage will mean you are liable to pay the full value of the machine, £69.50 or £79.50 less the hire charge.

As an alternative you can opt to send the MamaTENS by 'Special Delivery' which costs an extra £5.60 from the Post Office at the time of posting. In case of loss we shall deal with the claim, having received your Post Office receipt, and you will have no further liability or involvement.

You do need to keep your Special Delivery receipt for three months.

LATE RETURN

If you go over your due date, please remember that you can obtain **a free two week extension** by calling the helpline on 01372 723 434 and giving your name and quoting your MT order number or postcode.