

## Elements Body Alterations

If your Elements Body does not meet your fitting requirement, we offer various alterations.

**The first alteration to an Elements Body garment is free of charge under the following conditions:**

- The garment is returned within 8 weeks of the date of receipt.
- Poor fit due to an initial minor measurement error and this being the patient's first Elements Body.
- Manufacturing error i.e. the garment was not manufactured to order specifications.

**Alterations will incur a charge in the following circumstances:**

- The garment is returned after 8 weeks of receipt.
- Poor fit due to a major measurement error.
- Change in patient's presentation (e.g. weight gain or loss, increase or change in tone, etc.)
- Changes to necklines, zippers, legs, sleeve length etc.

Customer service will notify you of the charge, if applicable, before the work is carried out.

**Please ensure that the garment is clean when returning it for alteration.**

**Tips for preparing your Elements Body garment for alteration:**

- Use the appropriate Alteration Form for the Elements Body Garment which is available on our website.
- We highly recommend sending us a photograph of the patient wearing the garment. It will give us a good understanding of the fitting and alteration needed.

**I. If the garment is too tight:**

- Put the garment on the patient so that it fits as well as possible.
- If there is a zipper, open it up.
- Hold the two sides of the opening together so that the garment sits correctly.
- Measure the opening at any marked points (refer to the picture). Take a photo of the garment on the patient in this position.
- Mark with chalk or tack where the alteration begins and ends.
- Apply a marker, for example masking tape with a measurement length of the marking. Measure the widest point of the opening
- If there is no zipper, send measurements and a photograph. (refer to the picture). Take a photo of the garment on the patient in this position.



## 2. If the Glove is too tight:

- Mark the point where the alteration should begin
- With your measuring tape in position show the new circumferential measurement that the glove should be.



## 3. If the garment is too loose:

- Pin the garment to the correct fitting.
- Mark with chalk where the alteration begins and Ends
- Take a photo of the patient wearing the garment as it is pinned.



## 4. Adjusting Sleeves:

- Sleeves and armholes can be complicated to stitch. Put the garment on the patient so that it fits as well as possible.
- Using chalk mark the area that does not fit well.
- Take a photograph of the patient wearing the garment as it is marked.

