



					Sub total	£0
Please delete which rate is not applicable and then complete total					Post and Packing UK	£3.50
					Post and Packing Overseas	£7.50
					Total inc Post and Packing	

Name	Date
Property name or number	Telephone
Street	Mobile
Location	Payment method:
Town/City	Cheque
Postcode	Money Order
Country	Postal Order
Contact person	Bank Transfer

I have omitted VAT as the user qualifies for VAT relief owing to being.....

Signed \_\_\_\_\_

**Trading Details**

**Our address:** DERMATUff Ltd, Unit 6, Dolphin Building, Queen Anne's Battery, Plymouth, PL4 0LP.

**Our website:** [www.dermatuff.com](http://www.dermatuff.com)

**Contact details:**

Nick Pitts: [Nick.pitts@dermatuff.com](mailto:Nick.pitts@dermatuff.com), 01752 265416 / 07957860246

**VAT Registration Number:** 921 4201 72

**Company Number:** 06299804

**Please send orders by post to:**

**DERMATUff Ltd,  
Unit 6,  
Dolphin Building,  
Queen Anne's Battery,  
Plymouth,  
PL4 0LP  
United Kingdom**

## Size Selection

### Socks

- Select the obvious sock size based on your normal shoe size.
- Measure the circumference in centimetres just above your ankle bone.
- If this suggests a different sock size then consider a larger or smaller size.
- Consider whether your ankle and calf dimensions are of normal proportions to each other.
- If your calf size is wider than normal decide on a larger sock size
- If your calf size is narrower than normal decide on a smaller sock size
- Remember that unlike most long socks and travel socks ours can be a relatively loose fit and still be selfsupporting so it is important to get the right size and they don't need to be too tight.

Sock Size <b>Metric</b>	Ankle Circumference	UK Shoe Size	USA Shoe Size	EU Shoe Size
Large	27 cm to 33 cm	9 to 11	10 to 12	43 to 46
Medium-Wide	24 cm to 27 cm	6 to 8.5	7 to 9	39 to 42
Medium	20 cm to 24 cm	6 to 8.5	7 to 9	39 to 42
Small	17 cm to 20 cm	3 to 5.5	4 to 6	35 to 38

Sock Size <b>Inches</b>	Ankle Circumference	UK Shoe Size	USA Shoe Size	EU Shoe Size
Large	10.63 ins to 13.0 ins	9 to 11	10 to 12	43 to 46
Medium-Wide	9.45 ins to 10.63 ins	6 to 8.5	7 to 9	39 to 42
Medium	7.87 ins to 9.45 ins	6 to 8.5	7 to 9	39 to 42
Small	6.70 ins to 7.85 ins	3 to 5.5	4 to 6	35 to 38

- If you have a vascular condition and you feel that your Thin Skin Protection Socks may be too tight just below the knee then seek medical opinion.

### Sleeves

- Select the size nearest to your own measurements.
- Measure the circumference in centimetres of your upper arm just above your elbow and the circumference of your wrist.
- If your upper arm size is wider than normal decide on a larger sleeve size.
- If your upper arm size is narrower than normal decide on a smaller sleeve size

Sleeve Size <b>Metric</b>	Circumference of Upper Arm above Elbow	Circumference of Wrist	Length of Wrist to Elbow
Large	30 cm to 42 cm	21 cm to 32 cm	30 cm to 38 cm
Medium	24 cm to 36 cm	16 cm to 24 cm	25 cm to 30 cm
Small	18 cm to 26 cm	13 cm to 20 cm	20 cm to 25 cm

Sleeve Size Inches	Circumference of Upper Arm above Elbow	Circumference of Wrist	Length of Wrist to Elbow
Large	11.8 ins to 16.5 ins	8.25ins to 12.6 ins	11.8 ins to 15 ins
Medium	9.5 ins to 14.25 ins	6.3 ins to 9.45 ins	9.85 ins to 11.8 ins
Small	7.00 ins to 10.25 ins	5.0 ins to 7.85 ins	7.85 ins to 9.85 ins

## Information & Terms & Conditions

### 1. Supplier Information:

Company Number: 06299804

DERMATUff Ltd, Unit 6, Dolphin Building, Queen Anne's Battery, Plymouth, PL4 0LP.

[www.dermatuff.com](http://www.dermatuff.com),

[Nick.pitts@dermatuff.com](mailto:Nick.pitts@dermatuff.com)

01752 265416

07957860246

VAT Registration Number: 921 4201 72, Company Number: 06299804

If your purchase needs to be delivered in Australia or New Zealand then we would like to refer you to: [DERMATUff Australia](#)

### 2. Product Description

DERMATUff Thin Skin Protection Stockings and Sleeves are fully described on the company's website [www.dermatuff.com](http://www.dermatuff.com). The products need to be worn every day in order to greatly reduce the likelihood of a skin tear or bruising due to an impact with a hard object. They are made with a specialist yarn spun with a mixture of a hard aramid and nylon and using a weaving system that provides further impact resistance.

### 3. Pricing

The retail price for DERMATUff Stockings and Sleeves is £36 per pair including VAT. For volume discounts on prices and delivery and packaging cost please contact us. Please note that if you are disabled you may not need to pay VAT. The online purchasing system allows you to make a declaration

### 4. Delivery and Packaging Costs

UK - Delivery will be made to addresses in the UK by Royal Mail at a cost of £3.50 per parcel up to 10 pairs. Target delivery time is between 1 and 3 working days from date of dispatch.

Overseas – We use Royal Mail International Standard for dispatches to most countries outside the UK at a rate subsidised by us of £10.50 per parcel up to 10 pairs. If the value is over £100 we use the tracked service. For the following countries where the mail service is sometimes unreliable we also use the tracked service: Greece, Portugal, Spain, Malta and Italy. For larger quantities and/or very fast delivery a special delivery price can be quoted.

### 5. Delivery date

E-commerce orders that come in before 12 midday UK time are normally dispatched on the day of receipt of the order unless out of stock. For orders that come in after 12 midday UK time then please add an extra day to the

expected delivery time. Orders that come in after 12 middays on a Friday or the day before a Bank Holiday (UK) will not be dispatched until the next following normal working day.

## **6. Payment Methods**

Payment can be accepted by bank transfer, cheque, money order or postal order. Credit and debit card facilities and ecommerce are available on this website, American Express credit cards cannot be accepted owing to the very high charges. Purchasers in the USA should check that their credit card companies will make payments to foreign companies.

## **7. Our Address**

DERMATUff Ltd, Unit 6, Dolphin Building, Queen Anne's Battery, Plymouth, PL4 0LP.

## **8. Overseas Delivery times**

For foreign deliveries we normally use Royal Mail 'International Standard' which is a fast-overseas service. We aim to deliver to:

- Western Europe within 3 - 5 working days
- Eastern Europe within 5 - 7 working days
- The rest of the world in 5 - 7 working days.

This is a Standard Royal Mail service and is not tracked or signed-for. Very occasionally, particularly at seasonal times such as Christmas or due to Customs delays, longer delivery times can be experienced; for Western Europe please allow up to 20 working days, for Eastern Europe and for the Rest of the World allow up to 25 working days before reporting to us.

## **9. Returns and Cancellation Policy**

Orders may be cancelled at any time between placing the order and up to 14 days after receipt; this cancellation must be made by letter or e-mail. Goods received after cancellation as above must be returned.

In all cases once a product has been in your possession for more than 14 days we are unable to accept it back. Please check your purchase on arrival to see that it is exactly what was ordered.

We are so certain that you will like our product and of the effectiveness of it that we are prepared to offer full moneyback guarantee if the product is returned within this period of 14 days after receipt at your own cost.

Please return goods to: DERMATUff Ltd, Unit 6, Dolphin Building, Queen Anne's Battery, Plymouth, PL4 0LP. Please be aware that you will need to pay the postal charge for returned goods unless it is our fault. Please ask for a certificate of posting as this contains a unique number which will help us trace any parcel which gets lost. We will not accept COD returns.

## **10. Product Effectiveness**

Please note that we state on the website: The table for the trial results shows that it is not possible to guarantee that you will not suffer a skin tear, skin flap, laceration or bruising. What we can say is that we have proved by trials that there is a major reduction in the level of skin tears and bruising whilst wearing the socks or sleeves.

We cannot therefore replace products or make a refund if a skin tear or bruising does occur whilst wearing the skin tears protection product.

## **11. Sales/After-Sales Assistance**

We are always delighted to hear your comments about our products. We are constantly striving to improve the quality and effectiveness of what we sell so that your comments are extremely valuable to us that reason. Do please call if you wish on 01752 265416 or send an email to [nick.pitts@dermatuff.com](mailto:nick.pitts@dermatuff.com)

**(None of the above paragraphs affect your Statutory Rights)**