

ELIGIBILITY DECLARATION

There are penalties for making false declarations. If you are unsure if you are eligible to receive goods/services zero-rated for VAT, visit www.hmrc.gov.uk. Please tick one:

- ☐ Declaration by a person with a disability _____
- ☐ Declaration by a Charity (please provide the Charity number) _____

I (name) _____

Of (charity name if applicable) _____

Of (address) _____

Declare that: Goods and/or Services are being received from ROMPA®, GOYT SIDE ROAD, CHESTERFIELD S40 2PH because:

(please tick one)

- ☐ I am chronically sick or have a disabling condition: (provide full, specific description and description of goods) _____

- ☐ the charity named above is receiving goods for a disabled individual or making these available to a disabled person/s for domestic or personal use. (description of goods) _____

- ☐ I require goods adapted to suit my condition (disabled person) or the condition of a disabled person to whom the goods are to be made available (charities). OR

- ☐ I/we require installation, repair or maintenance of goods provided for or used by a disabled person/s.

(Description of services/goods supplied by ROMPA®) _____

And I claim relief from value added tax: Signature _____ Date: _____

NOTE: Although many of our products are helpful for people who have a range of additional/special needs/symptoms, not all qualify for VAT relief. To qualify, designer of a product must have specifically designed it for disabled people. If, however it was designed for everyone, despite its benefits, it will still attract VAT. We are bound by the laws of HM Customs and Excise.

ORDER DIFFICULTIES

We hope that you happy with your order. If you find missing, incorrect, faulty or damaged items, let us know immediately and we will do our best to resolve any difficulties as speedily as possible.

• **Damaged goods must be reported within 48 hours of receipt so we can take this up with the courier.**

• Please let us know of any missing items within 7 days from the date of your invoice so we can rectify this for you.

• If you wish to return items, please contact us to obtain a Returns Authorisation Reference so we know to expect your package.

Returned items must be in pristine condition, unused and in their original undamaged packaging. If they are not, an amount may be deducted from the refund to reflect the value of the product has been reduced. If you are not an individual, ROMPA reserve the right to charge a 15% re-stocking fee. We regret that we do not offer a pre-paid returns service and recommend you choose a signed-for option – we are not responsible for missing parcels. Costs are non-refundable unless the item is faulty. You have the right to cancel and return items within 30 days of receiving your order. Some items, however, are non-returnable, for example if they are made especially for you, these are marked clearly in the catalogue.

Our products are not classified as medical equipment. We cannot, therefore accept declarations requesting exemption in this category.