



## Free of Charge guidelines for Custom Made garments

Customer enquiries on Custom Made (CM) garments are managed by the Customer Service Team.

- 1) The Customer or Clinical Sales Specialist (CSS) is requested to send photographic evidence via email showing the affected area on the garment to the Customer Service Team at - [Jobstcs.AU@essity.com](mailto:Jobstcs.AU@essity.com)
- 2) Customer Service sends the information to the manufacturer for assessment
- 3) Once reviewed, a decision is made whether or not to resupply the product.
- 4) Customer service will then notify the Customer/CSS of the outcome.
- 5) Once the patient has received the FOC replacement, the incorrect garment must be returned to Essity, either via the CSS or via mail.

### Please use the Custom-Made photography guides for all complaints

**If the garment is too long:**  
please measure the total length as well as the segment they feel is too long.

**If the garment is too wide:**  
please measure the width of the garment.  
*(these must be done off the patient to check the knitted dimensions and not on the patient)*

**If it's simply a colour or wrong compression level the tag photo is enough.**

**\*Complaints must be received within 4 weeks of the garment being delivered.**

Always follow the directions for use



JOBST®,  
an Essity brand

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Compression for  
Empowering  
Self-Care

## Free of Charge Guidelines

for Custom Made Lower Limb Garments



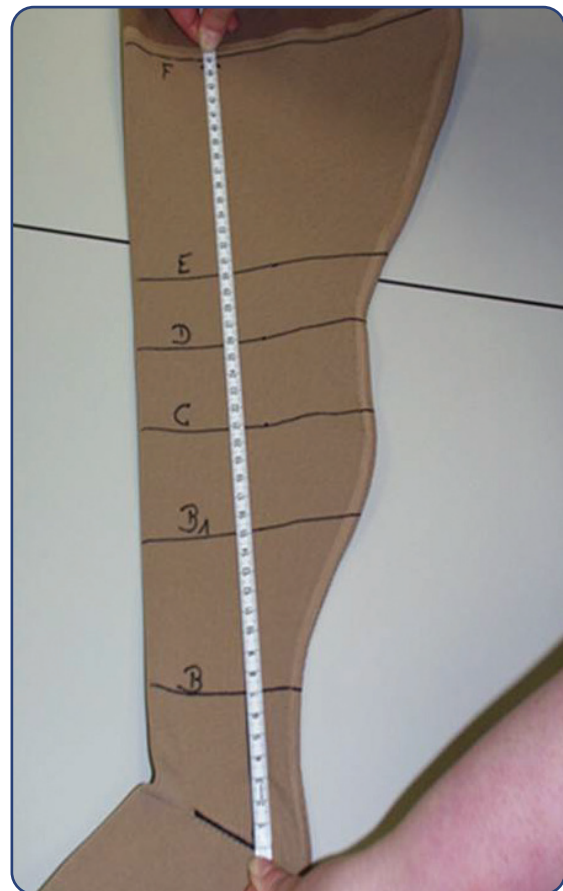
## Measuring garment queries

If there is a query regarding garment manufacturing or measuring, the submission of specific images allows the knitting process to be thoroughly reviewed.

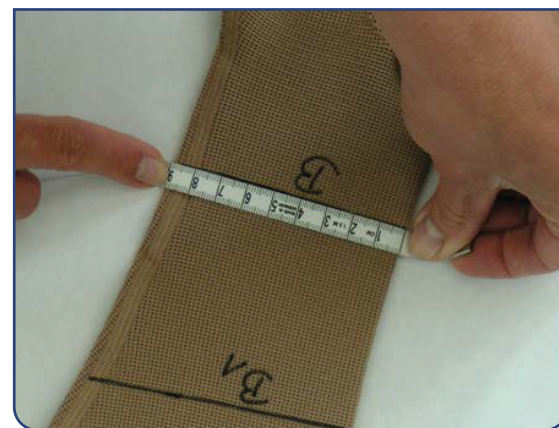
Images of the patient wearing the garment are very helpful to understand sizing and fit.

For a review of the knitting parameters, the garment needs to be photographed flat on a table with a tape measure demonstrating dimensions.

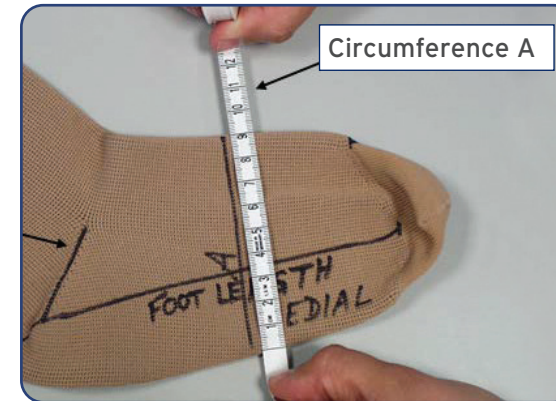
For knee high, thigh high, panty and toe piece styles, please submit images demonstrating the length and circumferences. Some examples are illustrated below to ensure the correct images are submitted.



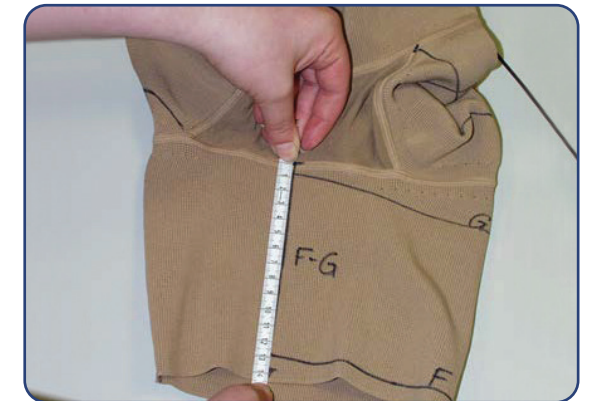
Length of the garment, taken on the medial/ inner thigh side to demonstrate a garment is too long or too short (please ensure the total length of the garment can be seen in the image).



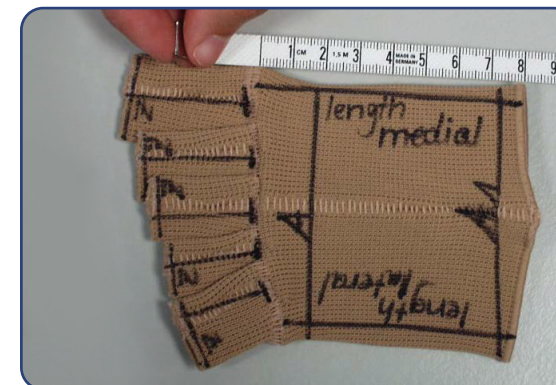
Circumferences of the various points where the garment is too tight.



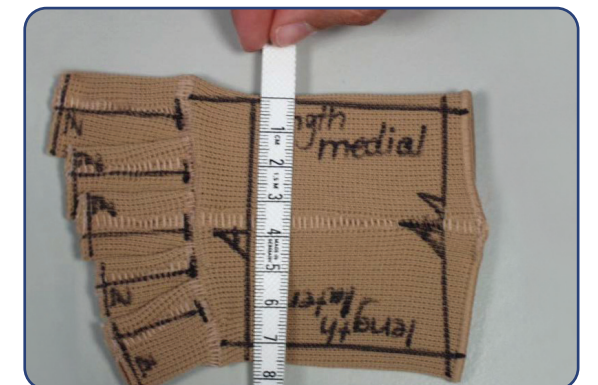
Measure foot length and circumferences should the foot be produced too long/ short or too tight/ loose.



To demonstrate the length of the short leg on a single leg panty, measure the length of the inner thigh from the crotch.



Measure the toe piece lengths medially and laterally.



Measure the circumference.

In addition to the above images, the manufacturer also requires images of the garment tags. These tags highlight the schema numbers which are able to reference the specific measurements used to produce the garment in question, as well as establish the age of the garment for warranty purposes.

Both the front and back of the tag need to be photographed.



**FRONT TAG** image shows the schema numbers, patient's name (removed here for privacy) and style of garment.



**BACK TAG** image shows the schema numbers and date of production.