

EQUIPMENT SALES DISCLAIMER - PLEASE READ

Please note: Gen Physio can provide Supplier Quotes and recommendations for all NDIS client equipment, however, all NDIS clients will be required to purchase directly through the supplier.

Generation Physio Pty Ltd trading as Gen Physio (The Company) sources and purchases all equipment independently. The price set for equipment is decided by Gen Physio and not The Supplier. It is the manufacturer or direct suppliers responsibility to attend to defects, faults or issues with the equipment sold, however, Gen Physio will support the client through this process.

Gen Physio has the right to determine the price when selling equipment which may be a higher price than the manufacturer or direct supplier price. The increased price when purchasing equipment through Gen Physio reflects the additional services provided to the client which include but are not limited to:

- Experienced and qualified practitioners recommendation of all equipment from supportive footwear and strength training to assistive technology and home modifications
- Managing the entire ordering process from start to finish;
- Making advance payments to ensure prompt delivery for all clients;
- After purchase support;
- Managing queries and complaints relating to purchased equipment
- Assistance with warranty support; and
- Working with suppliers to ensure a better service for the client.

We respect that our clients have the right to decide how to use their own funds when purchasing equipment and assistive technology. Our clients may choose to source and pay for equipment independently or purchase equipment directly from Gen Physio. By purchasing equipment through Gen Physio our clients are agreeing to the Gen Physio prices quoted for equipment and assistive technology.

Clinicians representing Gen Physio do not accept or receive any offers of money, gifts, services or benefits and have no financial or other personal interest that could directly or indirectly influence or compromise the choice of provision of supports to the participant.

Gen Physio maintains all required insurances to sell equipment to our clients, in addition to our clinicians having personal indemnity insurance. All Gen Physio clinicians are trained to recommend the most appropriate equipment to our clients. Gen Physio does not engage in high pressure sales or sharp practices, we recommend only high quality and suitable equipment for all clients.

Written or verbal consent from the client and/or case manager is required before equipment will be ordered and billed to the client.

By purchasing equipment from Gen Physio, you understand & agree to the statements above. If required you can discuss this further with our Client Accounts team via our Live Chat feature on our website. Alternatively you can call **1300 122 884** and press option 3.