



Dear Valued Customer,

We trust you, your loved ones and staff are healthy & Safe.

It's our commitment to support you through this difficult time even with 80% of staff working from home. We would like to introduce a trial to clinics that are offering Telerehabilitation and Virtual Care to patients.

It's working well! Until further notice, Pure Care can ship product directly to your patient's residence to support the treatment plan.

How do I place an order for my patient?

- Order online under your clinic's account, add items to cart and enter your patients shipping address when checking out.
- Please enter the patients name or put residential delivery in the PO box or ordered by box.

What will shipping cost?

- \$12.50 to ship any size order to your patients' residence.
- This cost will be added by our Customer Service Team after the online order has been placed.

Can I still order product to the clinic & distribute to our patients?

- Yes, Pure Care still offers free shipping & no minimum order to your clinic!

Anything else I need to know?

- Orders must be placed through your clinic account.
- UPS requires no signature when delivering to a residential address.
- UPS require an address not a PO Box to deliver the shipment.
- If a patient has not received a product that was ordered and UPS has delivered, Pure Care will not be able to ship out a new order for free. We trust you'll understand.

If this trial brings value to your clinic and patients, we will continue this for the month of April. This is subject to further direction from Government & Health Authority announcements.

Thank you for your attention, please do all you can to stay healthy, safe and positive.

Kind Regards,
The Pure Care Team