

# Frequently Asked Questions

## Steady-Two

### About the Steady-Two

#### What will I be receiving when I place an order?

You will be receiving a single washable, ambidextrous Steady-Two glove, a Steady-Two stabilizer unit, a pouch, and a user manual.

#### Can I try the Steady-Two in person before purchasing it?

Healthport will be holding a series of 'come and try' days across Australian major centres in the new year. Follow us on Facebook, LinkedIn or Instagram to be one of the first to learn more!

#### Is the Steady-Two safe to use?

The Steady-Two is registered with the TGA as a Class I medical device. It is non-invasive, battery-free and safe to use within its guidelines.

Please note that the Steady-Two stabilizer unit contains a small magnet. If you are undergoing an MRI, or have a cardiac pacemaker or other implanted medical electronic devices, please consult your healthcare provider prior to using the glove.

#### Is the Steady-Two right for me?

The Steady-Two is designed to work most effectively for people with tremors that originate in the wrist and forearm.

#### How are assessments done for fitting? How do I know what size I am?

The Steady-Two comes in 2 sizes, Small/Medium and Medium/Large. A sizing chart is available on the Healthport, Steady-Two page <https://www.healthport.com.au/product/steady-two-designed-to-reduce-hand-tremor/>. If your glove does not fit well, please email us to return the glove component and we will replace it with your required size.

### Payment

Credit Card, PayPal and bank transfers are available. We are also an approved NDIS provider. Afterpay or PayPal payment plans are available.

## Can I use my insurance policy to cover the cost of the Steadi-Two?

Please check with your insurance company to determine if the Steadi-Two living aide is covered by your insurer.

Steady-Two may be approved under 'special aides and appliances'

## Can I use my NDIS plan to fund the Steadi-Two

Yes, you can! Healthport are approved providers for the NDIS. Speak to your NDIS coordinator about accessing your funds via your personal plan - to meet your own NDIS goals.

## How do I purchase the Steadi-Two?

The Steadi-Two is currently in production and supplies will be limited. You can reserve your unit today - with payment due when Steadi-Two hits our shelves.

We currently ship within Australia. We do not ship to locations outside of Australia.

## Returns and Warranty

### What is the return policy?

Steady-Two comes with a 30-day money back guarantee. To return your Steady-Two glove for a full refund, please do the following: Email us at [hello@healthport.com.au](mailto:hello@healthport.com.au) to request a return, within 30 days from when you first received the product as determined by the tracking information.

Once instructions have been conveyed, return the fully-functional product to us in its original packaging with all components. The return must be postmarked within 14 days of when the return was authorised by Healthport.

### What kind of warranty does my Steadi-Two come with?

Steady-Two comes with a 1-year limited warranty. We warrant the product if defected under ordinary consumer use. The warranty does not cover the following:

- dropping
- liquid damage
- force damage
- damage due to misuse

- alterations or repairs performed by a third party other than Steadiwear Inc.

If covered damage occurs outside the warranty period, we will require the unit to be sent to our main office and the service will be priced based on the severity of the damage.

To make a warranty claim email us at [hello@healthport.com.au](mailto:hello@healthport.com.au)

## What do I do if my Steadi-Two becomes damaged?

We will request that you send it back to us so that we can assess the issue.

If the issue occurs outside of the warranty period, we will fix the damage, however, we will require you to cover any additional costs including shipping and handling. Please note that pricing will be assessed and will vary depending on the severity of the damage. If you are not sure if your device has been damaged, please feel free to email us at [hello@healthport.com.au](mailto:hello@healthport.com.au) to schedule a call for help.

## How often does my Steadi-Two need to be replaced?

The glove component of the Steadi-Two glove may need replacing every 6 months depending on wear and tear as a result of usage and washing. Glove purchase options are coming soon.

The stabilizer component of the Steadi-Two will not need to be replaced or fixed unless damaged.

## Shipping and Delivery

### What if I need to cancel or modify my order?

Please contact us by email at [hello@healthport.com.au](mailto:hello@healthport.com.au) and we can accommodate your request as long as your order has not been shipped out yet. In the case that it has been shipped out, we provide a 30-day money-back guarantee. As such, you may as well try the glove out prior to its return, within 30 days of purchase.

### Where do you ship?

We currently ship to locations within Australia

### How much is shipping cost?

Shipping is free.

## How long does it take to ship?

The Steadi-Two is currently in production, and is projected to be shipped to you in Autumn 2022.