



BESPOKE PLUS

"Pushing to be Better, Faster, and Stronger"

November 2004

Volume 2, Number 14

MEDTRADE
FOLDER 2004

October was not only MEDTRADE month, but the 25th Anniversary of this event that has bounced between New Orleans, Atlanta, and Orlando in recent years.

This years event saw about 850 exhibitors showcase their products for about 21,000 people in the home health care industry.

We take this opportunity to thank our partners at VARILITE™ and KENDA for partnering with RGK and having our products at booths #3138 and #2759 respectively.



MEDTRADE 2004 – 25th Year



The Orange County Convention Center in Orlando, Florida was a buzz the last week of October with 21,000 people from around the world displaying, viewing, and using products designed to improve the quality of life for people with a disability. Some of the bigger companies invested millions of dollars in mega booths to impress and many more dollars to say thank you to the folks responsible for selling multi-millions of dollars worth of their equipment, while a good compliment of entrepreneurs eagerly showed off a new product that they had put their heart and soul into creating for the big forum.

Out of the 850 plus exhibitors, there were an increased number of manufacturers from Asia selling direct or looking for a distributor with deep pockets.



The new products pavilion contained 80 plus new items including a new Dana Douglas rollator (nexus), Healthcraft's Assist Rail, QRP's wheelchair suspension system, Froglegs, Inc., new single sided, two wheel position forks (not in the pavilion), Steven's Company Go-Kit, and the new **VARILITE™ ProForm NX™** the most lightweight, easy-to-use, and comfortable integrated seating system of its kind. The **ProForm NX™** features a modifiable foam base, dual-chambered ischial support, thigh positioning wedge, and precision air valves. The **ProForm NX™** will ship in January 2005! We will showcase it in our next **BESPOKE Plus**. For more information, check out www.medtrade.com !

REHA 2004

REHACARE International Trade Fair (REHA) will take place at the Düsseldorf Exhibition Centre November 10-13, 2004. This annual event is an opportunity for exhibitors to showcase their products for European and International market place of home health care dealers, professionals, and product users. RGK will have another exceptional presence at this event with the artist's rendition to the right. Rumor has it that there will be another addition to the RGK line which will take the term ultra-light to yet another unprecedented level. For more information on this: <http://www.rehacare.de>



REHACARE 2005 will take place: October 12-15, 2005.



Launch is set for November 12, 2004 at 12:45 PM at the Active Living Conference at Variety Village in Toronto, On.

RGK Wheelchairs, Inc.
1932 Danniston Cr
Orleans, ON K1E 3R6
Canada

Phone:
(613) 841-1824
(866) 827-4548

Fax:
(613) 841-5151

E-mail:
America@RGKLife.com
Info@varilite.ca
Info@4RGK.com

Web Site:
www.RGKLife.com
www.4RGK.com
www.varilite.ca
www.varilite.com



Canada Post/Customs Issues

RGK Wheelchairs have been shipped to North American for four years now under an agreement with Parcel Force Worldwide. This UK postal service enacted agreements to ensure delivery of our product in 4-6 business days. Our way of tracking and keeping a handle on all shipments was a strong relationship with our broker PBB.

As of October 04, 2004 Canada Post terminated a relationship with PBB and is now responsible to receive every international shipment arriving by mail in Canada. In order to clear the goods, Canada Post has Canada Customs forward by mail a B-3 Entry form to be completed by the individuals name on the shipment. Naturally, this is causing confusion and significant delays in processing shipments into the country because we have an agreement with the manufacturer to drop ship specific orders to the dealer network. Canada Post and Canada Customs are not prepared to change their way of doing business. Therefore, we require the B-3 form to be sent to us by fax immediately to expedite the process of clearing the goods for this market. Our fax is (613) 841-5151. If you would appreciate Canada Customs fax all your B3 Entry forms instead of sending them by mail, please send a fax to the Superintendent at Customs Mail Centre at (905) 625-7303 stating: "Please accept this fax as an authorization for Canada Customs to fax future notification letters of B3 Entry and invoices instead of forwarding them by mail" to (your fax number) and sign it.

We expect this issue to be resolved shortly with the introduction of a new carrier for our products. There will be an update on this soon. We take this opportunity to thank you for your patience while we rectify the situation.

RGK Paediatric Codes

The four (4) models approved by the Adapted Devices Program (ADP) in Ontario, Hi-lite (Type 4), Maxima, Style, and Ultima (Type 3) have now received pediatric coding as well. As you know, these units are available in all sizes as per the Bespoke nature of our production and have been recognized for that by ADP. The coding and reimbursement is as follows:

Hi-lite	Type 4	WMK4RZ005	ADP \$3,317.00
Maxima	Type 3	WMK3RZ005	ADP \$3,262.00
Style	Type 3	WMK3RZ010	ADP \$3,262.00
Ultima	Type 3	WMK3RZ015	ADP \$3,262.00

Bits and Bytes

- **Ready, Willing, & Able** launches Nov 12: www.paralympicsontario.ca
- Thank you to Sheila Buck, Therapy Now! Atlantic Region conferences;
- Therapist Choice has an Open House November 10 in Toronto;
- Shoppers Home Health Care Show in Toronto November 15/16;

BESPOKE PLUS helps market and promotes **RGK** Wheelchairs, **VARILITE™** Seating and Positioning Systems, **KENDA** Tires, **SPINERGY** Wheels, and other products through the North American company called **RGK Wheelchairs, Inc.**

If you have something that you think we should be expounding on, please contact us at your convenience in the manner of your choice.