

VAT Exemption: A simple guide

This section will help you to understand whether or not you are eligible to claim VAT relief on the disability aids available to buy on our website.

Who qualifies?

In simple terms, if you are chronically sick or disabled with a long term physical or mental condition that has an adverse effect on your ability to carry out everyday activities, you are able to purchase certain items at 0% rather than 20% VAT. For this reason prices are shown both with and without VAT.

You also qualify if you are buying this product for or on behalf of someone who is chronically sick or disabled and the product(s) is for their personal use.

Unfortunately, a frail older person who is otherwise able-bodied or a person who is only temporarily disabled, say with a broken limb, does not qualify. Charities - simply provide your charity number.

What proof is needed?

To claim VAT exemption, all you need to do is complete our VAT exemption form, sign and return this to Mat On Guard Limited at enquiries@matonguard.co.uk or Mat On Guard Limited, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ. There is no need for a doctor's certificate.

Which products are eligible?

VAT Exemption only applies to certain items which have been designed for use by someone who is chronically sick or disabled. If a price is shown 'with VAT Relief' on our site, the product is eligible for purchase with 0% VAT.

Please remember

If you do not complete the VAT exemption form, or you are not eligible for VAT relief, we are obliged to charge you VAT at the current rate on your full order.

Not all products are eligible for VAT relief and which ones are or aren't is not our decision. We don't make any more or any less money whether we charge you VAT or not.

More information

For full details on VAT exemption, click on the following link:

[HM Customs and Excise, Notice 701/7, VAT reliefs for disabled people.](#)

You can also call the HMRC helpline **0300 200 3700**. (9.00am to 5.00pm Monday to Friday).