

Service, Delivery and Warranty

Business Hours

Our hours of operation are 8:30 AM to 5:00 PM, unless otherwise specified on the front cover of this booklet. 24-hour emergency service is available for equipment-related emergencies after hours, and on weekends and holidays.

Delivery

Deliveries are provided on purchases and/or rentals. It is preferable that routine and repeat orders be called in 24 hours in advance but at least before 9:00 AM for same day delivery. Please DO NOT request routine equipment delivery through the answering service.

Rental Equipment

Patients are responsible for routine maintenance and cleaning of rented equipment according to the instructions provided during the initial set-up. Service, parts, and labor are provided free of charge on rental equipment (except in the case of misuse or abuse). If the rented equipment has been damaged through misuse or abuse, the maintenance and repair costs become the patient's responsibility.

Purchased Equipment and Warranties

New equipment is subject to the manufacturer's warranty. Refer to the warranty information provided to you at the time of delivery of the purchased item. All warranties will be honored under applicable state law and repair or replace free of charge Medicare covered items that are under warranty. Used equipment purchased from our company has a 90-day warranty on parts and labor.

Service and Repair

Service or repair on equipment purchased from our company that is no longer covered by the manufacturer's warranty will be subject to current labor charges. The patient will be informed of their responsibilities regarding the ongoing care and service of the equipment and will be provided with maintenance instructions and how to obtain any service required. All service and repair must be scheduled by calling the office during business hours.

Returns

Merchandise may be accepted for exchange or refund within 30 days of purchase when accompanied by a sales receipt. To receive a refund the item must be new and in the original packaging.

Oxygen (compressed gas or liquid), disposable supplies, diagnostic instruments, wheelchairs, undergarments or any items worn next to the skin, or any opened sterile or packaged good **WILL NOT** be accepted for return, refund, or credit, unless the item is substandard or otherwise defective.