

Return Policy

The Company will accept returns from customers of substandard (less than full quality for the item) or unsuitable items (inappropriate for the customer at the time it was fitted and rented/purchased).

The Company will approve return of unused, purchased items delivered out of current stock, for credit, within seven (7) business days. All returns must be accompanied by the receipt (e.g., signed delivery ticket). If incorrect product was delivered/shipped, or the product was damaged in shipping, every effort will be done to provide the customer with the correct product, up to and including replacement of the damaged product. If the customer returns the product within seven (7) business days or contacts the Company within seven (7) business days and returns the product within 14 business days, no restocking fee is charged for the return of unused purchased items that may be accepted. A 25% restocking fee may be charged for unused purchased items returned beyond seven (7) business days of purchase. With management approval, consideration may be given to accepting returns beyond the timeframes identified above for unusual circumstances (i.e., customer hospitalized). These cases, the 25% restocking charge may not apply. Used products are not returnable, unless required by law. Disposable supplies, oxygen contents, enteral nutrition products, specially ordered and custom-made or modified items, bathroom products, orthopedic products, ostomy supplies, undergarments and cushions, as applicable, are not returnable. In the event rental equipment is determined to be defective or does not meet the needs of the customer, every attempt will be made to replace the equipment with functioning equipment and/or to communicate with the prescriber to discuss alternative equipment to meet the customer's needs. If a product is returned/company contacted within seven (7) business days, and the product is in its original condition and unopened packaging, the purchase/rental price will be refunded to the customer or third-party payor, as applicable. If the product is under \$1,000.00, and was charged to a credit card, the credit card will be credited in full. If payment was over \$1,000.00, a refund check for the full amount will be issued. Non-stock or special-order items may require a deposit of 50% to 100%, as appropriate.