

## **Warranties/Repairs/Maintenance**

Our customers, upon receipt of any product, are provided with an owner's manual (if applicable) and manufacturers' warranties for equipment and other items, as appropriate. We comply with warranties implied under State law. Most equipment sold or rented by the Company typically carries a minimum of a one (1) year manufacturer's warranty. The Company honors warranty for disposable/non-disposable supplies and/or accessories. The Company will further warrant the product as may be required by individual payor contract or terms after the equipment converts to sale or is purchased. The Company is responsible for routine repairs and maintenance during the rental period. If the payor's guidelines require that the product rents-to-purchase, and ownership of the equipment transfers to the customer, all repairs and maintenance are the responsibility of the customer after ownership transfer. Medicare customers renting equipment that falls in the capped rental category will be informed during initial instructions that their equipment rents to a capped amount in thirteen (13) months, and warranty information would be provided at the time of initial instructions. Customers will be notified of any warranty coverage or noncoverage prior to completion of repairs of customer-owned equipment. All warranties will be exhausted prior to billing the customer or insurance carrier. If a certain product does not carry a one (1) year warranty, Gerould's policy is to carry a 30-day return policy, only if the item is defective.