

Return Policy

This policy clearly dictates our return policy pertaining to any and all equipment or supplies we provide.

- There are no returns on our disposable supplies with the exception of *our* error.
 - If we mistakenly keyed the wrong item
 - If our warehouse keys or “picks” the wrong item in translation
- There are **no** returns of any custom made/ordered items.
 - This mostly pertains to the Waiver/PAWS/Morning Sun/Private Pay items
- Any other returns are subject to the manufacturer’s return policies and any fees therein.

If a product is returned for Malfunction/Damage:

- Employee receiving call will complete the “Device” section and information on Incident Report
- Will obtain any/all pertinent information
 - What is wrong with the device?
 - What is broken? (if known)
 - How is it not working?
 - Etc...
- They will contact the manufacturer to obtain next steps
 - We may need to send someone out to discover and document the issue
- Once issue established and all direction of the manufacturer has been complete to correct/fix the issue.
 - Documentation will be completed and a copy sent to the patient
- If all has been followed and correction/fixing of the issue cannot be achieved
 - We will provide a replacement at no charge to the patient
- If the damage has been proven to be caused BY the patient
 - We will still replace, but it will be a private pay and the patient will be responsible.
 - A complete copy of the Patient Incident Report will be sent to the patient as well.