



RETURN/REFUND POLICY

Non-Customized Stock Equipment:

RMS *will accept* prorated (rental fees may apply) returns/refunds up to 30 days from date of purchase **As long as item is in new condition, with packaging intact and saleable.** If a client is unsatisfied with an item, we will first offer to fix or replace it. If the client still wants to return the item for a refund, the refund will follow the standard rental agreement guidelines. After 30 days the manufacturers warranty will apply.

Customized Equipment:

RMS **WILL NOT ACCEPT** returns/refunds on equipment that has been custom made to the patient's specification. Upon initial receipt of the equipment, RMS performs quality checks to ensure proper function and dimensions. If found defective, RMS will return the equipment to the manufacturer. Upon receipt by the client, RMS delivery personnel and the client sign the PIC showing acceptance by the client. The client has 30 days to report any dissatisfaction or defect and RMS will offer to replace or fix to the client satisfaction at no charge. After 30 days, changes will require a work order or the manufacturer's warranty will apply. **Any wheelchair ordered after evaluation by one of our rehab specialists is *not* returnable.**

Respiratory Equipment:

RMS **WILL NOT ACCEPT** returns on **disposables**, respiratory masks, head gear, nasal pillows, tubing, etc. due to infection control issues. These items are considered single use and disposable.

Bath Equipment:

RMS **WILL NOT ACCEPT** returns/refunds on bathroom equipment due to cross contamination/infection control issues.

Breast Pumps, Ostomy Supplies, Compression Garments and Nutrition items:

RMS **WILL NOT ACCEPT** returns/refunds on any breast pumps or compression garments due to cross contamination/infection control issues. We *will not accept* returns/refunds on any ostomy supplies or nutrition items due to question of proper storage methods once supplies leave RMS.

Special Ordered Items:

RMS *will accept* returns/refunds on specially ordered equipment that RMS does not normally stock, up to 30 days of purchase **if allowed by the manufacturer.** **As long as item is in new condition, with packaging intact and saleable.** The customer will be credited the purchase price, **less a 25% restocking fee.**

Refunds:

Items purchased by credit card will be processed immediately. If the method of payment was cash, a refund check will be issued on the next Accounts Payable cycle. If the method of payment was check, we must allow 15 days once the check has been deposited before a refund can be issued. A refund check will then be issued on the next Accounts Payable cycle.