

# **NOTICE**

## **RETURN POLICY**

If item was substandard, unsuitable or inappropriate at the time of delivery it can be returned unconditionally.

Purchased or rented equipment that no longer meets the needs of the client may be returned to the company within thirty (30) days from start of service, provided the equipment:

- Has been cared for appropriately and used for the purpose it was prescribed and only for the client for whom it was prescribed;
- Has not been modified or repaired by someone other than an authorized representative; and
- Is not a product intimate in nature.

## **WARRANTY POLICY**

All equipment purchased, rented or leased as “new” from the company will be in good working order according to manufacturers’ specifications. All new equipment is warranted by the facility for a period of thirty (30) days from the date of purchase or home delivery.

The company will assist the client, as necessary and appropriate, to facilitate the reimbursement or equipment replacement pursuant to all equipment manufacturers’ warranties.

## **COMPLAINT POLICY**

All customers have the right to lodge complaints without fear of discrimination or reprisal and to know the disposition of complaints. The organization has the responsibility to respond to those complaints promptly and to resolve complaints whenever possible to the satisfaction of the individual.

Should you wish to lodge a complaint or to praise us about our products or services, see any staff member or call:

**Complaints Call  
(800) 696-2900**

**State Hotline  
(800) 927-4357**