



# Return Policy

## Rental Items

### Notice of Discontinuing Usage

When rental equipment is no longer needed, the patient/caregiver is responsible for notifying MedCare as soon as possible, supplying the following information:

1. Reason for the return of equipment
2. Effective date that equipment is no longer needed

### ***Respiratory Equipment – Additional Requirements***

*In addition to the above, unless the reason for discontinuation is related to the patient passing away, the discontinuation of usage of respiratory equipment requires a discharge order from the patient's physician. Alternatively, the patient/caregiver may sign a Respiratory Release form, which MedCare will provide on request.*

### Equipment Pickup

After MedCare has been given the required notice as mentioned above, MedCare will work with the patient/caregiver to schedule a pickup date for one of our delivery technicians to remove the equipment from the patient's home or facility.

### Rental Billing

All rental equipment is billed on a per month basis, we do not bill / reimburse for partial months.

## Sale Items

### Disposable Items

- Unopened Supplies - May be considered for return or exchange within thirty (30) days of receipt of items.
- Opened Supplies - Cannot be returned or exchanged regardless of time period.

### ***Incorrect Item / Quantities on Delivery***

*If you received the wrong item(s) in your delivery, or the quantity of the item(s) does not match your original order, please report this discrepancy to MedCare within fourteen (14) days of receipt of said item(s).*

## Orthopedic Products

Orthopedic products, for example braces, that have not been worn against the body (in direct contact with the skin/body) and are in original packaging may be considered for return or exchange within thirty (30) days of receipt of items.

## Bathroom Items

Bathroom items are only returnable within twenty-four (24) hours of receipt and must be unused. Original packaging is required for the item to be returnable. Examples of bathroom items are, but not limited to:

- Commodes
- Raised Toilet Seats
- Transfer Benches
- Shower Chairs
- Handheld Showers

## Wheelchair Cushions & Slings

Both wheelchair cushions & slings are returnable within five (5) days if unused and in their original packaging.

## Enteral Formula & Other Liquids

Enteral formulas or other purchased liquids may not be returned.

## Purchased Equipment (Not Listed Above)

Purchased equipment not listed in sections above are returnable within five (5) days if they are unused. If you are unsure if your item is included in one of the above sections or have any questions about your product, please contact us.