



Return Policy

Rental Items

Notice of Discontinuing Usage / Equipment No Longer Needed

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 discontinuation of usage / equipment no longer needed
2. Effective date that usage will be discontinued / 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 or for the patient/caregiver to 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. On discontinuation of usage, billing will be stopped at the end of the month given as part of the effective date that usage will be discontinued / equipment is no longer needed as mentioned above.

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, the quantity of the item(s) does not match your original order, or is not what you expected, please report this discrepancy to MedCare within fourteen (14) days of receipt of said item(s).

Bracing

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, while preferred, is not 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.

Wearables Worn Against the Body

Any wearables worn against the body (in direct contact with the skin/body) cannot be returned. Examples of these wearables are, but not limited to:

- Orthopedic soft goods
- Compression Stockings

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.