



marina medical

EQUIPMENT WARRANTY AND RETURN POLICY FORM

Every DME product sold or rented by Marina Home Health, LLC that carries a warranty will be identified by our staff, and beneficiaries will be notified of the warranty coverage.

Marina Home Health, LLC will repair or replace, free of charge, parts for Medicare covered equipment that is under warranty. Labor is not included in most manufacturers' warranties. You will receive information relating to the applicable warranty on products you receive from our company.

Unused products are returnable within fourteen days of purchase, (**returns are subject to a \$25 restocking fee**) and must be accompanied by a receipt. All returns must be in a saleable condition. We cannot accept any sterile items that have been opened or altered in any way. Products worn directly against the skin or on body parts cannot be returned unless the product is found to be defective. This includes any bathroom safety and toileting equipment. CHECK SALES: For items paid by check, ten business days must pass before a refund is issued to the customer. CREDIT CARD SALES: No cash returns will be given. The returned item will be credited to the customer's credit card account. SPECIAL ORDERS: Products that are not normally stocked and are "specially" ordered cannot be returned. DEFECTIVE MERCHANDISE: Defective merchandise can be returned within fourteen days of the date of purchase when accompanied by a receipt. Contact with the manufacturer will be made to determine the return/exchange warranty policy available. Based on the manufacturer's information, an exchange or refund will be issued to the customer. MEDICARE: If a product has been billed and paid for, a refund will be processed to Medicare. If the bill has not been transmitted to Medicare, the billing will be terminated. MEDICAID: If billed and paid, a refund will be processed to Medicaid. If unbilled, the billing will be terminated.