

WARRANTY/RETURN/COMPLAINT POLICY

Return Policy: I understand any item delivered by METHOD HCS may be returned for a full refund within 7 days if the item is in re-salable condition and in the original packaging and I will be required to make written acknowledgement of receiving return policy information at the time of delivery. Complaint Procedure Policy: I understand if I have a complaint about any item delivered by METHOD HCS or any representative of METHOD HCS, I may call the owner or store manager of METHOD HCS at 801-800-8382, and I will be required to make written acknowledgement of receiving complaint procedure information at the time of delivery. Equipment Warranty Information: Every product sold or rented by METHOD HCS generally carries a 1-year manufacturer's warranty. METHOD HCS will honor all warranties under applicable law. METHOD HCS will facilitate the repair or replacement, free of charge, of Medicare-covered equipment that is under warranty. In addition, an owner's manual with warranty information will be provided to beneficiaries for all durable medical equipment. If no manual is included, please contact us immediately so that a manual can be mailed to you. However if the item is not working or functioning, as it should, upon the receipt of the equipment please notify us immediately. This warranty does not cover normal maintenance such as cleaning, adjusting, or lubrication and updating of equipment or parts thereof. This warranty shall be voided and not apply if the equipment, including any of its parts, is modified without our written authorization. THE WARRANTY STATED ABOVE (INCLUDING ITS LIMITATIONS), IS THE ONLY WARRANTY MADE BY METHOD HCS AND IS IN LIEU OF OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. METHOD HCS SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND.