



## **RETURN POLICY**

### **Allay Home Care will refund cash sale items if returned:**

- Within 30 days
- Items in original packaging, tags, serial # labels attached
- Unused items
- With Receipt of purchase

### **Items that cannot be returned**

- Bathroom equipment
- Any opened supplies
- Batteries for power chairs/scooters
- Mastectomy forms, bras, swimsuits
- Special Order Items

Purchases made with credit or debit card please allow 2-3 business days, checks allow 5-10 business days and cash purchases will be refunded by company check please allow 3-5 business days.

## **EQUIPMENT WARRANTY INFORMATION**

Every product sold or rented by our company carries a 1-year manufacturer's warranty. Note that manufacturer's warranties do not cover patient abuse. Allay Home Care will notify all Medicare beneficiaries regarding warranty coverage and we will honor all warranties under applicable law. Allay Home Care will not charge the beneficiary or the Medicare program for the repair or replacement of Medicare covered items or services covered under warranty. In addition, an owner's manual with warranty information will be provided to beneficiaries for all durable medical equipment where this manual is available.