

Warranties and Returns

DMR must and therefore, does accept returns of all substandard (less than full quality for a particular item) or unsuitable items (inappropriate for the patient/client at the time it was delivered/fitted and/or sold) from the patient/client. DMR must also honor all warranties as stated in the manufacture's owners manual provided to patient/client at delivery, under state law and Medicare supplier standards.

A substandard product will be exchanged as soon as possible at no charge to you. You may be required to have a receipt/invoice, in the event that you have lost it the merchandise should have our sticker/price tag on it. We should be able to verify that we provided the item via your file or our computer system.

If you wish to receive a refund in lieu of an exchange, it is to be granted. The refund must be made to the payor (Medicare, Medicaid, VRS, BSCIP, CMS, Ins. Co. or client) and must be made in the same form of payment (Check, Credit Card or Cash).

An inappropriate item/equipment will be exchanged as soon as possible to fulfill the prescription, CMN or LMN that your healthcare professional provided us with. You should again have receipt/invoice or the merchandise should have our sticker/price tag, if not we should be able to verify via your file or our computer system.

DMR will carefully verify the Rx, CMN or LMN for accuracy and we will contact your prescribing healthcare professional should we need assistance and/or clarification.

Providing inappropriate item/equipment is a Quality Control issue that will be addressed at our following Monthly Meeting.

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