

## **OxyMed Return Policy for Purchased items**

### **Return policy for purchased items**

All sales are final. OxyMed will not, under any circumstances, accept return of: a) Product not in its original, unopened package; or b) discontinued product which is not included in OxyMed's current published price lists or that is otherwise identified as discontinued.

Returns due to warranty claims are subject to the applicable provisions the manufacturer's written product warranties. Products returned under warranty become the property of the manufacturer and must not be encumbered. The original manufacturer may choose to fulfill warranty requests with a new or a refurbished Product, in like condition, or equal or greater value. OxyMed will honor the remainder of the warranty from the returned Product.

OxyMed will not refund any part of the purchased price of an item. If the item is defective or broken OxyMed will work with the manufacturer to get defective or broken item(s) repaired or replaced.

If you have received an item from OxyMed that you are dissatisfied with, please contact customer service Monday through Friday, 8:30 am to 5:00 pm.

### **Conditions**

Unit must not be used in a smoke-filled environment. A user SMOKING of any kind (including cigarette, cigar, and pipe) while using product, and evidence that a user has smoked while using product, will void all credits, exchanges, and warranties with respect to that product and related items.

**\*\*NOTE...**Units that smell of smoke are not allowed to be returned, or exchanged and unit's warranty will be deemed VOID by the manufacturer.

### **Return for an exchange**

All Sales of Portable Oxygen Concentrators include a 5 Day Exchange period. In the first 5 days of purchase. The buyer is responsible to pay return shipping charges and the Exchange will Be Subject to a 30% restocking fee.

The Exchange Policy is only valid if you contact us during the 5-Day Exchange Period and the unit meets the following criteria:

- Unit is in Original New Condition including all Accessories, Manuals, & Packaging
- All Items in the Return must be without defect including scratches
- Unit has NOT been used in a smoke-filled environment. A user's SMOKING of any kind (including cigarette, cigar, and pipe) while using product, and evidence that a user has smoked while using product, will void all refunds, credits, exchanges, and warranties with respect to that product and related items. **\*\*NOTE...**Units that smell of smoke are not allowed to be returned, refunded or exchanged and unit's warranty will be deemed VOID by the manufacturer.

## **Special Ordered Items and Routinely Purchased Items**

Special orders and routinely purchased items such as CPAP cleaners, and accessories.

Equipment OxyMed orders from the manufacture at the customer's request is considered a special order. OxyMed cannot accept any returns on special item orders. NOTE: Special Ordered Items cannot be cancelled once placed. Special ordered and routinely purchased items are subject to a 30% restocking fee.

## **CHANGES IN PRODUCTS AND POLICIES**

OxyMed may add, change or cease making available any Product without notice to Customer, and Customer shall have no claim against OxyMed for failure to furnish Products of the model, design or type previously sold or for failure to install modifications in Products previously sold. In addition, OxyMed may at any time change its financial requirements or its warranty or service policies without incurring any liability to Customer.