

## OxyMed, LLC Mask Fit Exchange Program Policy

**In Person mask fitting is available for customers that intend to purchase a mask from OxyMed, LLC at the time of service. A \$30 fitting fee will be due at the time of fitting for customers that do not purchase a mask from OxyMed, LLC.**

OxyMed provides a Mask Fit Exchange Program to allow our customers the opportunity to purchase a CPAP mask system with assurance that they are purchasing the best mask to suit their sleep therapy needs.

With this assurance, customers are allowed a **7-day return period** on their mask from the date of their purchase in which they can see if the mask chosen will suit their needs.

It is recommended that customers use their mask for at least three days before a return is considered.

This policy is designed to offer customers the assurance that if they are not satisfied with their choice of mask they may exchange it at no extra charge. **The policy is NOT designed to allow customers to try as many masks as they can in a 7-day period.**

The mask can be exchanged for the same kind of mask. Customers are not permitted to exchange a nasal mask for a full-face mask. If customers choose an upgrade, (nasal for a full-face mask or vice versa), there will be an upgrade fee.

**Masks that are returned MUST be cleaned to comply with our infection control guidelines. Dirty or soiled masks do not qualify for this program. Masks must be returned in the original manufacturer packaging including all literature and parts (headgear, cushions, clips, etc.) Failure to return the original mask with all literature and parts will result in a denial of the Mask Fit Exchange Program.**

The mask must be returned within the 7-day period, **NO EXCEPTIONS**, starting from the date of purchase to qualify for return. **NO CASH REFUNDS ON RETURNED MASKS.**

OxyMed reserves the right to offer assurance on some or all their CPAP mask systems. We also reserve the right to refuse assurance to any customer deemed to be abusing the Mask Fit Exchange Program.

Mask Assurance covers only the mask purchased, and no other items purchased within the same order. Mask Assurance cost is determined per mask and is **subject to change at any time and for any reason.**

Mask Assurance may not be offered on every mask available at OxyMed. Mask Assurance will be honored on all masks with which it is purchased, but we reserve the right to remove the +mask assurance option from any product at any time.

*Mask Assurance will never be offered at a sale price or discounted rate. If you buy a mask at a discounted price the mask does not qualify for this program. Prices are subject to change at any time and therefore, we cannot offer price protection on this assurance.*

*Medicare patients and Medicare HMO beneficiaries are exempt from this policy due to the frequency in which Medicare allows beneficiaries to receive a new mask. If a Medicare/HMO beneficiary wants to swap masks they will have to wait until they are eligible for resupply.*