



RETURN SLIP

5039 Pentecost Drive, Suite C,
 Modesto, California 95356
 Phone: +1 (877) 799-0202
 Fax: +1 (888) 499-0202

ORDER NO. _____

RMA NO. _____

Customer Name _____ Phone Number _____
 Shipping Address _____ City _____ State _____ Zip Code _____
 Billing Address _____ City _____ State _____ Zip Code _____

Product/s Name	
Serial No.	
Problem/Concern	
Invoice Number	
Invoice Date	

Name of the Technical Support Spoken To _____

OUR RETURN POLICY

Home Oxygen Company will accept unused and unopened product(s) for returns. If you wish to return a product, an RMA (Return Merchandise Authorization) number must be secured first, and the product should meet the following criteria below:

- It must have returned within thirty (30) days of the original ship date
- The package/product must be unopened
- The product must be in resalable condition (unused)

A restocking fee of 25% will be deducted from the product's original cost, and we will issue a credit on the difference. This applies to all private pay returns only. For product/s paid by your insurance, a full refund will be given to the insurance, not unless there is a patient responsibility to deduct the 25% restocking fee. Shipping fees are non-refundable.

Manufacturer Damaged/Faulty Products

Home Oxygen Company will accept returns on products sold or rented that have defects caused by the manufacturers. Please get in touch with us as our technicians will inspect your product first and know the cause of the issue reported. Once the inspection is done, a unique return number will be assigned to you.

How To Obtain an RMA Number?

You can contact our customer service to secure an RMA number. Product(s) with RMA number must be received by Home Oxygen Company within 30 days from the original ship date of the package to consider the return valid.

Return Procedure

1. Contact our customer service hotline at (877) 799-0202/(209) 523-0202 to secure an RMA number.
2. Once the return has been approved, please download a return slip, and include it on your return package.
3. You can send your package to the address below:
 Return Mailing Address
 Home Oxygen Company
 Attention: Returns
 5039 Pentecost Drive, Suite C,
 Modesto CA 95356
4. Upon receiving it, our technicians will inspect your package and process your refund, if applicable.