



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 name/s	
Serial number/s	
Problem/Concern	
Invoice number	
Invoice date	
Name of the technical support spoken to	

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. **No returns** of any type will be accepted without an RMA number. And the product should meet the following criteria below:

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

A restocking fee of 20% will be deducted from the product's original cost, and we will issue a credit on the difference. **This applies to all non-defective 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 20% 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 have to 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.

Defective returns can be returned directly to us within 30 days from the invoice date for, at our discretion, credit, replacement, exchange, or repair. Manufacturer restrictions do apply. Any item that is missing the UPC can **ONLY** be replaced with the same item. After 30 days, all manufacturers' warranties apply, and you must contact the appropriate warrant service provider identified in the product description. **Non-defective returns** can be accepted directly by us within 30 days from the ship date for, at our discretion, credit, or exchange. All non-defective returns are subject to a 20% restocking fee.

RETURN INSTRUCTION

1. Contact our customer service hotline at (877) 799-0202/ (209) 523-0202 to secure an RMA number and an approval.
2. Once the return has been approved, fill out this return slip, and include it on your return package to be returned.
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 thereafter, if applicable.