Returns, Collections and Rental Policies

* Products must be returned or exchanged within 14 days and found to be in original condition/packaging to be eligible for a refund.
* Refunds or exchanges will NOT be offered after 14 days.
* Original store receipt and personal identification is required for all returns or exchanges. A credit card receipt will not be accepted as an original receipt.
* Refunds or exchanges can NOT be made on special orders, soft goods, personal care items, or bathroom equipment including, but not limited to shower chairs, bedside commodes, and tub transfer benches.
* Refunds or exchanges will NOT be made on special order items including, but not limited to lift chairs, custom wheelchairs, electronic parts, scooters, and any catalog ordered items.
* Refunds or exchanges will NOT be offered when any third party has been billed (i.e. Medicare, Medicaid, or private insurance).
* Refunds or credits will NOT be issued on the early return of rental items (i.e. rental of wheelchairs, hospital beds, etc.).
* Refunds are issued according to the form of payment used to purchase the items.
* Credit card purchases are refunded to the original credit card used to make the purchase. Original store receipt and original credit card receipt are required.
* Cash can be refunded for cash purchases up to $50. Cash purchases over $50 will be refunded by corporate issued mail-check.
* Purchases made by personal check will be refunded by corporate issued mail check mailed after 28 days from date of purchase listed on original store receipt.

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* Travis Medical reserves the right to assess the patient a $25.00 fee if the account is turned over to a third party collection service due to non-payment.
* Travis Medical reserves the right to turn a patient account over to a third party collection service for the retail cost of the equipment plus the remaining balance if the rental equipment is not returned.