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## Return Policy

### Sunrise Medical Equipment & Oxygen Inc.

Sunrise Medical Equipment & Oxygen Inc. reserves the right to change its payment procedures at any time without prior notice to you.

You may purchase merchandise from this Web site by using any one of the payment options listed in (link to Payment Options).

It is our goal to ensure that you always select the correct product for your needs. However, you may occasionally receive a product that does not meet your specific requirements.

If you need to return an item, please follow our detailed return policy below. If you need further assistance please call Sunrise Medical at 855-749-4420 or email [info@sunrisemedequip.com](mailto:info@sunrisemedequip.com).

I. Most products may be returned:

Within 30 days of receipt for a full refund with purchase order or receipt They must be returned at the customer's expense in their original packaging Please check product when received and report any damage product to the shipping company and Sunrise Medical Equipment & Oxygen within 24 hours. All product return will require a Return Merchandise Authorization (RMA #) from SMEO before shipping any merchandise back to our firm.

II. The following conditions must be met:

Product must be in new condition:

No indication of any type of use No scratches, cracks, dirt or marked tires. Product must be returned in original packaging. A return authorization number must be requested from SMEO & Oxygen within 5 days of delivery of product. .Once a return authorization has been received, products must be return within 10 days.

III. Products that are non-returnable:

Custom made products – made by the manufacturer for a specific customer. Bath equipment/due to hygienic reasons and possible contamination Hospital bed & Mattresses Power mobility Seat lift chair Face mask & mouth piece

IV. All returns will require a 30% restocking fee.

V. All eligible returned products require a return merchandise authorization number. Without this number no credit will be given and item must be returned within 10 days after receiving return merchandise authorization number (RMA#).

To request a return merchandise authorization number please call 1-855-749-4420 or email us at [rma@sunrisemedequip.com](mailto:rma@sunrisemedequip.com).

Include your order number, your name and the item that you are requesting to return with a copy of the invoice. All shipping cost associated with returns are the customer's responsibility unless an error was made in shipping by Sunrise Medical Equipment & Oxygen (as in wrong product being sent). SMEO advise you to insure the package and track it.

A refund will be issued to the clients account from which the original payment was received on. It may take up to 10 business days to receive, verify, and issued refunds by SMEO less the 30% restocking fee.

Shipping cost is not refundable.