



DRIVE DEVILBISS HEALTHCARE™ ECOMMERCE RETURN POLICY EFFECTIVE (October 2015)

Our goal at Drive DeVilbiss Healthcare is to provide our US Authorized Ecommerce Retailers with excellent service. Our new Ecommerce Return Policy is designed to make it easier for our US Authorized Ecommerce Retailers to expedite returns.

How to Submit a Return

Drive offers a few convenient ways to request a return, please contact the Returns Department at (877) 224-0946, send an email to returns@drivemedical.com or online by clicking [here](#). Drive cannot accept any unauthorized returns without a previously issued RMA.

When requesting an RMA, please provide the Drive Representative with your customer account number, purchase order, model, serial number (if applicable) quantity, reason for return and a valid email address. RMA's expire after 30 days of issuance.

All returns should be sent to Drive's Technical Service Center in Bohemia, NY unless otherwise specified.

Drive Technical Service Center
1101 Lakeland Avenue, Suite 100
Bohemia, NY 11716

New and Unused Product (Excludes Power Products shipped to residential addresses)

New and unused product can be returned within 30 days from invoice date with a 15% restocking fee. The following terms and conditions apply:

- Customer pays for freight to return the product.
- Product should be in the condition it was received, unused, and in the original box and/or packaging, except for hygienic products. The original packaging for hygienic products must not have been opened. Please log into Ecommerce Exchange for a full listing of hygienic products.
- Please do not write anything on the package being returned including RMA# or address
- Credit will be given for the product but not the original freight (if applicable).
- Standard freight policy applies to new orders.

A 25% restocking fee applies to returns between 31 to 60 days after invoice date.

A restocking fee will be waived if the Authorized Ecommerce Retailer is placing another order the same time as requesting a RMA. The order must be shipped to the original residential address. (Excludes Power Products being returned)

Used items are not eligible for return and are covered under their respective warranties.

New and Unused Power Products Shipped to Residential Addresses

New and unused power products that have been shipped to a residential address can be returned within 30 days from invoice date and a 25% restocking fee will apply. The Authorized Ecommerce Retailer is responsible for ensuring the product is new, unused and in saleable condition. The customer is responsible for packaging as to ensure the product is not damaged during return shipping. It is the responsibility of the customer to arrange and pay for the return freight.

Used items are not eligible for return and are covered under their respective warranties.

Product Damaged in Shipping

If product is received damaged, the bill of lading for truck shipments or UPS manifest for smaller packages must be marked "Damaged". By marking the product damaged and contacting Drive Medical immediately upon receipt will significantly reduce the time it takes to receive full credit or a replacement order.

Within seven (7) days of the original receipt, customer should inspect items and contact their Authorized Ecommerce Retailer to report the damage to Drive's Returns Department. Drive will issue an RMA; notify the shipper to arrange for an inspection and pick-up, then process a replacement order. Replacement orders will be billed to the Authorized Ecommerce Retailer's account and a credit will be issued based on the carriers' findings.

Product Warranties

Drive offers warranties on most products to protect customers if damage should occur after use. Many products are covered under a limited lifetime warranty. The limited lifetime warranty applies to non-wearable parts, such as broken welds. Wearable parts, such as seat cushions, wheels and brakes, are not covered under the limited lifetime warranty.

Many of our products have specific warranties that cover replacement parts for extended periods of time. However, most products are warranted for 60 days after invoice date. For the first 60 days after invoice date, Drive reserves the right to ship a part to repair the product, ship a replacement product or issue full credit for the return of the product.

Drive reserves the right to require the defective product be returned to Drive. Replacement product will be shipped immediately, invoiced and later credited after the defective product is received. Drive will issue a return shipping label within the first 30 days of the invoice date.