



Warranty Policy

Medical Necessities honors the manufacturer's warranty for new equipment and parts. All new purchase equipment comes with the manufacturer warranty. These warranties are typically one year, but some items have a two-year manufacturer warranty, all PAP machines have a 2 year warranty. Medical Necessities will exchange or repair defective or damaged equipment within the manufacturer's guidelines. Equipment without a specified manufacturer's warranty will be warranted by Medical Necessities for 30 days against manufacturer defect.

Rental equipment also comes with a warranty. For rental equipment, all warranties are effective from the first day of rental. If the manufacturer warranty is no longer in effect, Medical Necessities offers repair or replacement service for the equipment as long as it is in a rental state, without a service charge. If the equipment converts from a rental to purchase, Medical Necessities will repair the equipment at an hourly rate plus the cost of parts, in accordance with insurance company guidelines.

Equipment that is no longer under manufacturers' warranty will not be warranted by Medical Necessities. You may opt to rent a previously used unit for 30 days and have Medical Necessities send your malfunctioning unit in for a repair estimate. You and/or your insurance company will be responsible for all repair and loaner rental costs.

Warranties do not cover equipment that was modified by the client, or when damaged due to negligence or abuse while not operating or caring for the equipment in a manner consistent with the use or care for which it was designed. (Power mobility equipment exposed to rain or dampness will cause the equipment to malfunction electronically and mechanically, and will be considered abuse of the equipment.) Misuse of the equipment includes patient use of equipment outside of the manufacturer specifications of height and or weight limits. Misuse also includes using the equipment outside of the home.

Labor and travel time are not covered under the warranty.