



VITAL DOCTORS

MEDICAL EQUIPMENT

 (833) 432-4247

 9523 I-35 Frontage Rd, Suite #2
San Antonio, TX 78233

 (833) 542-2009

WARRANTY & RETURN POLICY

At Vital Doctors Medical Equipment, we stand behind the quality of our products and are committed to your satisfaction.
Please read our warranty and return policy carefully.

1. WARRANTY COVERAGE



Most new equipment is covered by the manufacturer's warranty against defects in materials and workmanship under normal use. Warranty periods vary by product and manufacturer.

- Warranty begins on the date of delivery.
- All warranty repairs or replacements will be at the discretion of the manufacturer.
- This warranty is non-transferable and applies only to the original purchaser.
- We will assist you in coordinating warranty service with the manufacturer.

2. WHAT IS NOT COVERED



Warranty does not cover:

- Damage caused by misuse, abuse, neglect, accident, or unauthorized modifications.
- Normal wear and tear (including batteries, tires, cushions, filters, and other consumable items).
- Damage caused by improper cleaning or maintenance.
- Products used for purposes other than those intended.
- Loss, theft, or acts of nature.

3. PATIENT RESPONSIBILITIES



- Use equipment only for its intended purpose.
- Follow all manufacturer instructions for use, care, and maintenance.
- Keep equipment clean and in a safe environment.
- Report any problems or defects promptly.
- Do not attempt repairs or modifications.

4. RETURN POLICY



We want you to be completely satisfied with your purchase. If you need to return an item, please review the policy below.

Eligible Returns

- Returns are accepted within 15 days of delivery for most non-custom, new, and unopened items.
- Items must be in original packaging and in resalable condition.
- A copy of the invoice or proof of purchase is required.

Non-Returnable Items

Due to health and safety regulations, the following items are non-returnable:

- Custom-made or specially ordered equipment
- Items that have been used
- Personal care items and hygiene products
- Mattresses, cushions, and items that come into contact with skin (unless defective)

Return Process

- 1 Contact our office to obtain a Return Authorization (RA) number before returning any item.
- 2 Securely package the item with the RA number clearly visible.
- 3 Ship or return the item within 7 days of receiving the RA number.
- 4 Return shipping costs are the responsibility of the customer unless the return is due to our error or a defective product.



A restocking fee of up to 20% may apply to eligible returns. Shipping charges are non-refundable.

5. DEFECTIVE OR DAMAGED ITEMS



If you receive a defective or damaged item, please contact us within 48 hours of delivery.

- We will arrange repair, replacement, or exchange at no cost to you.
- Do not return the item without prior authorization.
- Please retain all packaging until the issue is resolved.

This policy does not affect your statutory rights under applicable federal or state law.

ACKNOWLEDGMENT

I have read, understand, and agree to the Warranty & Return Policy of Vital Doctors Medical Equipment.

Patient Name (Print): _____ Date of Birth: _____

Signature of Patient or Authorized Representative: _____ Date: _____

Relationship to Patient (if not patient): _____



Thank you for choosing Vital Doctors Medical Equipment.
We appreciate your trust and are here to serve you.



Questions? We're here to help.
Please contact us at (833) 432-4247.