

Everything CPAP

Return Policy

I, the undersigned, acknowledge that only unused, unopened equipment and supplies may be returned and must be returned within 30 days of the invoice date if in resalable condition, and must not be a disposable supply item. If a replacement supply is received in error, the item(s) are returnable within 30 days of the invoice date if in unopened, resalable condition. Rental items returned between billing cycles will not be prorated unless contractual provisions have been established by my insurance provider.

I acknowledge that I am liable to Everything CPAP for rental equipment/supplies that are damaged, misused, or lost. I also understand the relevant warranty information provided to me and that warranties are subject to the manufacturer warranty.

On cash sale items, a 15% returns processing fee will be subtracted from the original cost and a credit for the difference will be issued. Shipping costs are not refundable. Please note that any product that has been opened cannot be returned. I.e., Travel CPAP devices, Portable Batteries, CPAP masks and supplies.

To avoid this, we make every effort to help you be sure of the sizes and features of all items prior to purchase. We offer detailed product pages as well as a 30-day risk-free trial on mask purchases. As always, please call us if you have any doubt or question about your order before pickup or shipping. We can be reached by phone at 208-323-2727 or by email at info@everythingcpap.com

Manufacturer Defects

Everything CPAP will accept returns on merchandise sold that have manufacturing defects. If the product you purchased has defective materials and/or workmanship, please contact us first for troubleshooting and then, if required, an RMA# will be issued to you via email. Everything CPAP will work with the manufacturer on your behalf to have the item fixed or replaced with the exact or like item under the warranty policy. The manufacturer determines if the item will be replaced or repaired, Everything CPAP cannot supersede the manufacturer's decision. Please note that any associated shipping cost to return merchandise to Everything CPAP is not covered in any warranty situation. No credits, refunds, or replacements will be issued until we have received the products into our facilities and examined them.

A special note about masks and machines:

Mask sizes vary, even between the different models by the same manufacturer. Just because you wear a medium mask in one model, do not assume you wear a medium in another. Check with us to be sure! As this is medical equipment of a very personal nature, all items sold including CPAP, APAP, BiPAP, Humidifiers, cushions, batteries, mask parts, cannot be returned once the parcel or packaging has been opened, whether the unit shows hours of usage or not.

Machines (CPAP, APAP, BiPAP, ASV) which are experiencing functional issues and are no longer under manufacturer warranty MAY be able to be repaired by the manufacturer. This policy varies by manufacturer. A Diagnostic Fee (which varies and is determined by the manufacturer), which may or may not be applied to the actual repair cost (depending on the manufacturer) will be collected prior to submitting the machine to the manufacturer for assessment.

Returned items should be sent after receiving authorization (RMA #), along with a written explanation to:

Everything CPAP
950 N Cole Rd
Boise, Id 83704

Only principal may be refunded for purchases made via Financing Methods. Interest paid to the financing company cannot be refunded.

Patient Name (print): _____

Patient/Guardian (signature): _____ Date: _____

Everything CPAP Signature: _____ Date: _____