



EQUIPMENT/PRODUCT WARRANTY

APPROVED BY: Governing Body
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ACHC STANDARD: DRX7-16A

Alick's Home Medical equipment, Inc. provides all Client/Patient with warranty information on the equipment or product provided. Client/patient's receive either the written manufacturer's warranty attached to the product, the organization's warranty statement or both.

The organization's warranty policy is posted on the www.alicks.com website. All Clients/Patients are instructed on how to find the warranty statement on the website via the new customer handbook. Client/Patients may request written copies of the warranty statement if they are unable to access our website.

Warranty repairs are tracked within the Brightree system and can be used to determine changes in inventory purchase or to assist Client/Patient in their product selection.

Proof of Client/Patient receipt of warranty information is documented and filed in the Client/Patient record.

Warranty Statement

Alick's Home Medical (Alick's) will honor the manufacturer's warranty for new equipment and parts. Equipment without a specified manufacturer's warranty will be warranted by Alick's for 30 days against manufacturer defect. For rental equipment, all warranties are effective from the first day of rental. Warranties do not cover equipment that was modified by the customer, 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, snow or dampness will cause the equipment to malfunction electronically and mechanically and will be considered abuse of the equipment.) Labor and travel time are not covered under the warranty.

As to stair lifts and lift chairs, dispensed under the Indiana Medicaid Services' Waiver Program, Alick's Home Medical warrants such devices, that are found to be defective or have stopped working satisfactorily because of incorrect or inadequate installation, for one (1) year from the date of installation or receiving the item.