

Rental and Loaner Wheelchairs

- **Rental and loaner wheelchairs are the property of A to Z Medical Equipment Rentals will be provided within the guidelines of your insurance carrier. Rentals or loaners may be provided when a repair takes longer than usual or when there is a delay in obtaining new equipment. Loaners will be subject to availability and may not match the wheelchair it is replacing.**
- **Rentals and loaners are to be maintained in good condition. Normal wear and tear is expected. If the wheelchair is misused, damaged, lost, stolen, sold or otherwise missing then you will be responsible for the cost of replacement.**

Customer Compliments, Complaints, and Grievances

Any customer who wants to communicate information to A to Z Medical, positive or negative, is encouraged to do so. **Any customer who feels his/ her rights have been denied, who desires further clarification of rights or who desires to lodge a complaint or express dissatisfaction with any aspect of service or equipment, may contact a manager at the local branch providing service or call our Customer Care Center at (214) 349 - 2869, without fear of reprisal by A to Z Medical or any of our employees. You can expect a response within 3 days, although it may take longer to resolve certain issues. If we don't resolve your concern, you may also call our accrediting organization, ACHC, at 855-937-2242.**

Child and Elder Abuse

If you are aware of any situations involving the possible abuse, neglect, or exploitation of a child, contact the National Central Abuse Registry at 800-422-4453 or go to www.childwelfare.gov/contact.cfm. To report possible abuse, neglect, or exploitation of an elderly person, call 800-677-1116 or go to <https://ncea.acl.gov/Resources/State.aspx>. These national contact centers can provide additional state and local contact information.

Use of Latex Notice

A to Z Medical employees may use latex gloves during physical contact between staff and customers or their equipment. Please alert staff immediately if you have an allergy to latex or ever had a reaction to latex. These symptoms could include itching, hives, runny nose, itchy/teary eyes, rash, trouble breathing, nausea, facial swelling or swelling in other parts of the body and/or anaphylactic shock. If you experience these symptoms, contact your health care provider or dial 911.

Emergency Preparedness

Our equipment is designed to operate through routine inconveniences, such as brief power losses during storms. There are potential emergencies during which your needs may exceed the reasonable resources we can provide (flood, fire, other natural disaster, etc.) Consider your emergency plans.

- If you are vulnerable because of immobility, dependent on medical equipment which requires electrical power, or living in an area likely to require evacuation in a major storm - we encourage you to create a plan and be prepared. Consider community resources like offices of the local Civil Defense or Red Cross. Many localities/agencies encourage those in need of medical assistance or who are equipment dependent to preregister for transportation, shelter or assistance.
- Resuscitation Guidelines: It is expressly understood that all staff will provide emergency assistance to the maximum level of their knowledge and training. However, it is not company policy that an employee is CPR trained and certified. Consult state guidelines for any specific requirements for professional staff.

Equipment Warranty Information

Every new item sold by A to Z Medical carries a manufacturer's warranty. Length and terms of the warranty vary; specific information will be provided with your equipment. Numotion will honor all warranties under applicable law. This may include repairing or replacing equipment that is under warranty at no charge to you. A to Z Medical honors all manufacturers' warranties on parts for the products we sell. Warranty claims are processed according to manufacturers' guidelines and in accordance with the law. Labor charges may apply to replace specific warranty parts. If you choose to purchase used equipment, original manufacturer warranties will not apply.

Most of the equipment that A to Z Medical sells is custom/special order and is not returnable. However, if a piece of equipment is found to be substandard or defective, A to Z Medical will accept the return of that equipment; and at Numotions' discretion, repair or replace the equipment.

Title to rental equipment will transfer to the consumer if/when it has been paid to purchase per Medicare or insurance rules. Any remaining manufacturer's warranty will also transfer to the consumer. If rented equipment, during the rental period, needs repairs, it will be repaired or replaced (at Numotions' discretion) at no charge to the consumer, unless the consumer was directly responsible through abuse or misuse of the rental equipment. Once title transfers to the consumer, any non-warranty repairs will be the financial responsibility of the consumer.

Labor Charges

Our labor charges are not covered by the manufacturer's warranty. We do provide a sixty (60) day warranty on our labor from the date of purchase of the equipment. After sixty (60) days, we charge the current labor rate per hour for service and warranty work.