

## **RENTAL AND/OR SALES AGREEMENT**

The customer acknowledges receipt of the equipment as described on the delivery ticket and on the date indicated and agrees that in if the type of transaction is listed as "Rental" the title of the equipment shall as all times be and remain with Lessor ("NPL HomeCare, LLC"); that the equipment is accepted in its "as is" condition (having been inspected by the person whose signature is on the face of this document.); and further the Customer agrees: to protect the equipment from all loss and damage and remain responsible for it, to release the equipment for pick-up only to duly authorized, representative of NPL HomeCare, LLC to operate the equipment in the manner for which it was intended, to refrain from making any repairs to the equipment, and to notify NPL HomeCare, LLC in the event of a necessary repair. Customer agrees to promptly and faithfully pay the stated rental each month until the equipment has been returned or reaches a purchase option as deemed by NPL HomeCare, LLC or by Customer's insurance plan.

In the case where the type of transaction is listed as "Purchase" the equipment is accepted in its "as is" condition (having been inspected by the person whose signature is on the face of this document). The customer agrees to pay the stated price for the equipment, it being understood that credit will be given to the Customer's account for payments received from any medical insurance program or from a third party. The Seller ("NPL HomeCare, LLC.") has not prescribed the equipment and further makes no warranty whatsoever expressed or implied of merchantability or fitness for purpose.

The Customer has been informed and agrees that NPL HomeCare, LLC. is not the manufacturer of equipment and is not responsible for any damage whatsoever relating from the use or sale of this equipment. The Customer irrevocably agrees to indemnify and hold NPL HomeCare, LLC. harmless from and against any claim whatsoever which may be brought by any person arising from the rental, sale, delivery, and use of the equipment that is either rented or purchased. NPL HomeCare, LLC honors the manufacturer's warranty on the equipment it sells and will work with the customer and manufacturer to assist with warranty issues.

## **RETURN POLICIES**

- **SPECIAL ORDERS** – A 20% RESTOCKING FEE WILL BE DEDUCTED FROM YOUR REFUND. NO RETURNS AFTER 30 DAYS. CUSTOM ORDERS CANNOT BE RETURNED.
- **LIFT CHAIRS** – CAN NOT BE RETURNED. WARRANTY REPLACEMENT IF MAJOR MALFUNCTION SHOULD OCCUR IN THE FIRST 30 DAYS (WITH MANUFACTURE APPROVAL)
- **POWER WHEELCHAIRS AND SCOOTERS** – ONCE DELIVERED THE SERIAL NUMBER IS REGISTERED TO THE PURCHASER AND THUS THE PRODUCT CANNOT BE RE-SOLD AS NEW (JUST LIKE AN AUTOMOBILE). RETURNS WITHIN THE FIRST 30 DAYS ARE SUBJECT TO AN AUTOMATIC 25% REDUCTION OF THE PURCHASE PRICE. NO RETURNS AFTER 30 DAYS. SPECIFICALLY ORDERED EQUIPMENT CANNOT BE RETURNED.

ALL REFUNDS GIVEN IN FORM OF ORIGINAL PAYMENT. CHECK REFUNDS MUST BE PROCESSED BY MANAGEMENT AND MAY TAKE UP TO 10 DAYS TO PROCESS. YOUR CHECK MUST HAVE CLEARED OUR BANK PRIOR TO ANY REFUND GIVEN.