



Return Goods Policy

Access Point Medical, LLC does not accept product returns. If product is received damaged and needs to be returned, it must be returned in its original packaging and be within 30 days of the customer's invoice date.

To return product or get a replacement, use the following policy procedure:

**Contact Access Point Medical Customer Care at
1-877-APM-4HME (877-276-4463)**

- No warranty or replacements will be given if customer's account is past due.
- Customer Service will determine the need for a return, replacement, and/or part.
- Customer Care and/or Technical Service will determine what needs to be replaced or returned.
- In the event, Customer Care/Technical Service has determined a product should be returned, an R.A. # will be provided to the customer. The warehouse will not accept any returns without an R.A. #.
- If Customer Care/Technical Service determines product needs to be returned, it is the customer responsibility to provide acceptable packaging for shipping (which may be the original packaging).
- Customer Care checks the Dealer's original invoice date and verifies that the Dealer account is in good standing.