

Modernoxygen.com/AV Respiratory Services, Inc. Return Policy

At Modernoxygen.com/AV Respiratory Services, Inc. we want to make all our customers happy with our quality products. If your item arrives damaged or in poor condition, we will be happy to replace the item within 30 days of the purchase date. Just follow the steps below.

1. Call us at 888-776-9943 with your invoice number, and the item that is damaged Monday through Friday, 9 to 5 PST to obtain a Return Authorization (RA) Number.
2. Provide a description of specific damage to the item.
3. We will process your replacement item and ship it on the same day, or when the item becomes available in stock. (Outbound shipping charges will apply)
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5. All exchanges not due to Modernoxygen.com's error are subject to a 25% restocking fee, and a 5% shipping and processing fee.
6. Any open/used item cannot be refunded.

If you have any questions about our exchange policy, please call us at 888-776-9943

We will accept the return of any item* provided it is unused, in resalable condition and returned with a copy of your invoice within 30 days of the date the item(s) are shipped. Returned items must include all original accessories, literature and packaging in the same salable condition in which it was received. All returns are subject to a restocking fee. Incorrect items shipped as per Modernoxygen.com's error, or items with a manufacturing defect will not be charged the restocking fee. All returns must be prepaid; we will not accept C.O.D. or postage due. Only returns with an authorized RA number will be accepted. All returns must be shipped within 10 days from receiving your RA notification. Once a Return Authorization Number has been obtained, return the product(s) to us at the following address:

**AV Respiratory Services, Inc.
1601 West Avenue J, Suite 201
Lancaster, CA 93534**

Our Goal at Modernoxygen.com/ AV Respiratory Services, Inc. is for our customers to be completely satisfied. We have a full 3 day return policy from the time you receive the product. If you are dissatisfied with your product we will accept the return of any product within 3 days. You must call within the 3 day

period and get a return authorization from our company. Items returned within 3 days are subject to a 5% shipping and processing fee.

Between the 3rd and 30th day, Modernoxygen.com/ AV Respiratory Services, Inc. will take the returns. All returns are subject to a 25% restocking fee and a 5% shipping and processing fee.

All Merchandise returned without an RA # (Return Authorization Number) including refusal of delivery, will be subject to a 25% restocking fee, and a 5% shipping and processing fee.

Customers are responsible for all shipping to and from / back and forth. If any oxygen concentrator is returned with blown PC boards due to wrong voltage, either power inverter from 12 volt to 110 volt or from 220 volt to 110 volt, the customer is responsible for the parts and labor costs in addition to all shipping charges. Return eligibility: Products must be returned in a condition allowing resale. Partial cases or shipping units with items missing will not be accepted. Special orders, consigned oxygen concentrators, and new oxygen concentrators with operation time cannot be accepted for returns or credit refunds. Shipping charges for returns will be the responsibility of the customer with the exception of mishandled shipments and defective products.

No refunds after 30 days. No exceptions.

Cancellations

If you cancel your order after it has already shipped we consider it a return and the above policies apply.

Damaged Items

Once your package arrives please ensure it is not damaged or defective in any way. Notification of returns for damaged products must be made with 72 hours of receiving your items. In this case a full credit will be issued for both the purchase and shipping costs.

Refunds

Refunds are credited once your item reaches our warehouse and we confirm contents and all original packaging materials. Refunds by credit card will be issued to the same card and checks or money orders will be issued in one week.

*** Nebulizers are non-returnable/non-refundable except when shipped per Modernoxygen's error. Defective purchases may be exchanged for same, or lower-priced, items.**

We can only accept returns of brand new un-opened boxes. We are not authorized to re-sell used units, if your box has been opened or the factory seal has been broken, we cannot accept the unit back for any reason. All oxygen

concentrators are sold brand new, factory sealed with a full three year warranty. If you have ordered a unit and changed your mind or no longer have a need for the unit, you can call in to cancel your order before it has shipped. If the order has already been shipped, please refuse shipment. All returns of unopened boxes will be subject to a transaction/restocking fee as well as any shipping and insurance costs incurred by us.