



McNiece TENS Inc.

Refunds and Repairs Policy for TENS, NMES, and IFC Units

1. Returns for Refund

Returns of Unused Product: McNiece TENS Inc. will refund the full purchase or rental price of the above named products within 15 days of the date of sale as long as the product has not been used.

Returns of Used Product: McNiece TENS Inc. will refund the purchase price, less monthly rentals up to 3 months, for the above named products within 90 days of the date of sale. (for example: Mary wants a refund on a Tens unit that she purchased 25 days prior but she has used the unit and the electrodes and the batteries – McNiece TENS Inc. will refund the purchase price of the unit less 1 month rental (rentals range depending on the unit from \$50.00 - \$100.00 per month).

****It is the purchaser's responsibility and expense to return the product to our office****

2. Repairs (within the manufacturers warranty period)

Repairs within 15 days from the date of sale:

McNiece TENS Inc. must first test the unit to ensure that a repair is required (90% of the time it is a battery, wire, or electrode issue). If the unit is found defective, within 15 days from the date of purchase, McNiece TENS Inc. will replace the unit at no charge to the client (only the unit will be replaced, no accessories).

****It is the purchaser's responsibility and expense to return the product to our office within the 15 days****

Repairs after 15 days from the date of sale and prior to the end of the manufacturers warranty.

McNiece TENS Inc. will first test the unit to ensure that a repair is required (90% of the time it is a battery, wire, or electrode issue). If the unit is found defective or in need of repair, McNiece TENS Inc. will return the unit to the manufacturer for assessment and repair or replacement. McNiece TENS Inc. will supply the purchaser with a loaner unit (the same or similar) to use as long as the repair is away. Once the repair has been returned to McNiece TENS Inc. the purchaser will return the loaner unit to McNiece TENS Inc. and the repaired or replaced unit will be given back to the purchaser at no charge. The repaired or replaced unit will carry the remainder of the Manufacturers Warranty.

****It is the purchaser's responsibility and expense to return the product in need of repair to McNiece TENS Inc., pick up the loaner and then return the loaner and pick up the repaired or replaced unit. McNiece TENS Inc. will charge a \$30.00 fee to have any product picked up, shipped out or delivered to the purchaser or a representative of the purchaser to cover the costs of shipping****

3. Repairs (after the manufacturers warranty period)

McNiece TENS Inc. must first test the unit to ensure that a repair is required (90% of the time it is a battery, wire, or electrode issue). If the unit is found in need of repair, McNiece TENS will call the manufacturer to obtain authorization to return the unit for repair. Once authorized, McNiece TENS will supply the purchaser with a loaner unit (the same or similar) to use as long as the repair is away. Once the repair has been returned to McNiece TENS Inc. the purchaser will return the loaner unit and the repaired or replaced unit will be given back to the purchaser. The purchaser will pay McNiece TENS Inc. the repair charge (Current Repair Charges are \$150.00 to \$195.00). **McNiece TENS Inc. will charge a \$30.00 fee to have any product picked up, or shipped out or delivered to the purchaser or a representative of the purchaser to cover the costs of shipping****

*****Please note that not all units are repairable after the warranty period. Units not manufactured in North America and units that are discontinued by the manufacturer are examples of this.*****

* All other unopened/unused products carry a 15 day return policy. No returns of the following products: bracing, compression, mastectomy products and personal items such as pillows etc.

Please contact our office for further information.