ReBuilder Medical Technologies, Inc.
Durable Medical Equipment

636 Treeline Drive, Suite B
Charles Town, WV 25414
Tel: 877-585-8230
Fax: 304-725-4915
www.rebuilder-dme.com

Customer Rights and Responsibilities

PLEASE READ THIS DOCUMENT.
You will be asked to sign a document that states you have received, read, and understand what it says.

As a Durable Medical Equipment (DME) customer, and a customer of ReBuilder Medical Technologies, Inc., you have Customer Rights and Responsibilities; they include the following:

You have the right to

- be assured that your rights of privacy are protected,
- be assured of no discrimination due to economic status or source of payment,
- be assured of a prompt and reasonable response to your questions or requests,
- be assured of our business name, function, and qualifications,
- be assured of any risks and alternatives, as it pertains to the prescribed equipment and service,
- be assured that we will document any refusal of equipment and/or services,
- be assured of confidentiality and to review your records.
- be assured of reasonable estimates of services rendered, upon request,
- be given reasonable notice of discontinued equipment and customer support,
- appropriate instruction and/or education on all equipment received,
- request itemized bills, and be given an explanation of the charges,
- have access to medical equipment regardless of race, national origin, religion, handicap, or source of payment,
- be assured that you will be informed of any medical equipment or services connected with ReBuilder Medical Technologies, Inc. being used for the purposes of experimental research and the ability to consent in advance to any participation in such experimental research, and
- express grievances[i] to ReBuilder Medical Technologies, Inc., or the appropriate state-licensing agency, regarding alleged violations of your rights.

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You are responsible to:

- use and maintain the equipment in accordance with the instructions provided by ReBuilder Medical Technologies, Inc.,
- inform us of any changes in your status, including address (moving to any different address), medical condition, insurance coverage, etc.,
- make prompt payment for equipment and/or services in accordance with your financial responsibility,
- notify ReBuilder Medical Technologies, Inc. of any malfunction or defect. (**DO NOT** attempt to fix the equipment yourself),
- pay for the replacement costs of any equipment damaged, destroyed or lost due to misuse, abuse or neglect, and
- follow the plan of care recommended by your physician.

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[i] **Grievances / Complaints**

Any customer who desires to lodge a complaint or express dissatisfaction with any aspect of our customer support or equipment, or suggest changes in our support should contact us during normal business hours at (877) 585-8230, without fear of reprisal from ReBuilder Medical Technologies, Inc., or any of its employees.