

# CPAP2Go Store Policies



## **Prescription Policy**

- CPAP 2 Go requires that there be a current prescription on file in order to dispense any CPAP supplies.
- We will fax a copy of a prescription to your physician for your convenience.
- If we do not receive a signed prescription within 30 days, you will be responsible for the items billed.

## **Billing Policy**

- CPAP 2 Go will bill your insurance for you. We do require either a credit card on file or a 20 percent down payment unless the following criteria have been met:
  - *We have a copy of your benefits on file*
  - *Deductible has been met and verified by staff*
  - *Other arrangements have been made*
- Please note that obtaining benefits takes between 3-7 business days
- When your insurance provides us with an Explanation of Benefits, any additional amount owed will be billed to you, or any overpayment will be refunded by check and mailed to you.

## **Refund Policy**

- Per FDA guidelines, and for your health and the health of our patients, CPAP 2 Go does not accept returns after you have opened the packaging of your equipment.
- By opening the equipment packaging, you agree to accept the equipment.
- Open masks are eligible for our 30/30 Advantage program, in which we will exchange your mask for a different style or size if brought back within 30 days of purchase.
- Returns of unopened merchandise must be made within 2 weeks of purchase. Credit card purchases can be refunded in-store. Cash or check purchases will be refunded via check and sent by mail.

*Home of the 30/30 Advantage*

414-761-CPAP (2727) 414-751-5117 fax

[www.CPAP2Go.net](http://www.CPAP2Go.net)

*Home of the 30/30 Advantage*