

[COMPANY NAME]
Policy & Form Cross-Reference Cover Sheet

Form Title	Return Instructions
Our Policy #	N/A
Our Policy Name	Customer-facing return process guidance
ACHC DRX Reference	N/A
CMS Standard Reference	N/A — general customer service information, not sourced from a specific ACHC/CMS standard
Accrediting Organization	[ACCREDITING ORGANIZATION]

[COMPANY NAME]
RETURN INSTRUCTIONS

If you need to return a product, [COMPANY NAME] is here to help make the process simple.

HOW TO START A RETURN

Call or email us to request a return:

Phone: [CUSTOMER SERVICE PHONE NUMBER]

Email: office@suppliesbyaplus.com

Let us know your name, order details, and the reason for the return.

WHAT HAPPENS NEXT

Once your return request is confirmed, we will provide you with a prepaid return shipping label. You can use this label to send the item back through FedEx, UPS, or whichever carrier originally delivered your product to you — no cost to you for return shipping.

IMPORTANT NOTES

Ancillary/disposable items prescribed for home health care generally cannot be returned for credit due to federal and state regulations. Durable medical equipment that is rented will be returned once your prescriber has discontinued service. If a product is defective, please notify us within 24 hours so we can arrange an exchange.

Questions about whether your item is eligible for return? Just call or email us — we're happy to walk you through it.

Return Instructions

Form Version: [FORM VERSION] | Governing Policy: N/A

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