

Marx Medical

Equipment & Supplies

109 E Allegheny Ave
Philadelphia, PA 19134
Phone: 215-426-9242
Fax: 215-426-5854

Cancellation policy

Cancellation Protection Plan (CPP). CPP can be purchased at a cost of \$10.00 per rental item (not \$10 per order). This cost is non-refundable for any reason.

If accepted:

- A. If three (3) days or more notice is provided before your scheduled delivery date, you may cancel and receive a refund on your order.
- B. Any cancellation less than three (3) days from your scheduled delivery date will receive a refund, less a \$20 before administrative fee.

If declined:

- A. If five (5) days or more notice is provided before your scheduled delivery date, you are entitled to a full credit minus a \$50 administrative fee.
- B. Any cancellation less than five (5) days before your scheduled delivery date is not entitled to a refund or credit.

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Equipment damage, theft or loss policy

Equipment Protection Plan (EPP) can be purchased at the time of booking. We have 2 levels of EPP to choose from. You, the renter, may choose either level or decline coverage. This cost is non-refundable for any reason. See below for details.

If accepted:

A. If you chose option A (\$15) the equipment repair costs will be assumed by the rental company (excluding accessories EPP-Basic and/or parts such as keys, chargers, baskets, canopies, etc.) less a \$50 deductible due immediately. EPP-Basic does not cover theft or loss.

B. If you chose option B (\$25) then the coverage is the same as above, but also includes loss of theft of equipment. The EPP-Plus renter must file a police report within twelve (12) hours of the incident and provide Marx Medical with a copy of the official report. The \$50 deductible will be due immediately.

If declined:

A. You, the renter, acknowledge that the equipment damage is your responsibility and assume all repair costs whether caused through misuse, accident or any other reason. Declining EPP makes you solely responsible for the repair costs outside of normal wear and tear including accessories such as keys, chargers, baskets, canopies, etc. while in your possession. You understand and agree that you are responsible for all vandalism and/or loss of the equipment and authorize the rental company to charge the repair costs to the credit card associated with this rental.

FOR EMERGENCY ASSISTANCE OR WEEKEND SERVICES PLEASE CALL (267) 506-4211