



PATIENT INTAKE & RENTAL AGREEMENT - COMPLETE ALL 8 PAGES

US: 307-732-0040
UK: (020) 8610 0579

Fax: 307-734-2982 (International)
UK Fax: (020) 399 70909

Email: info@oxygentogo.com
Web: www.oxygentogo.com

Rental Start - Requested date for delivery to customer: ____/____/2020
(This date is typically at least 1 full day prior to your flight departure. We suggest 2 full days, if possible)
*Note: Next Day and International shipping has a 3-5% failure rate. Selecting this service is by the choice of the renter, not OxygenToGo®. Doing so is the sole discretion of the renter.

Rental End - Date unit will be returned to OxygenToGo®: ____/____/2020
(The day the device will be placed back into FedEx shipping.)

First week = \$325/£270**
Ea. added week = \$225/£183
Shipping to and from is additional and always billed to the customer.
****\$100/£80 week additional for the iGo Continuous flow device.**

Total batteries needed: _____ (3 batteries included. Additional batteries - \$40/£33 each per week. Batteries weigh 1.5 - 3.5 lbs each.)

Total number of rental weeks: _____ (Rounded up to the next week, taken from the dates noted above - 7 days per week.)

Select a device below: (Shipping weight is the weight of the device, batteries, and accessories, plus up to 20 lbs for the shipping container.)

- INOGEN G2** (pulse: 7 lbs) (Shipping weight 25+ lbs)
 INOGEN G3 (pulse: 5 lbs) (Shipping weight: 20+ lbs)
 IGO (CONTINUOUS & pulse: 18 lbs) (Shipping weight: 50+ lbs)
 SIMPLYGO (CONTINUOUS & pulse: 10 lbs) (Shipping weight: 37+ lbs)
 UNKNOWN

- After faxing or emailing please wait 25 minutes then call OxygenToGo® to confirm we have received your order.
- The #1 reason for complaints is related to "Rush" orders. Please fully understand all costs before you submit forms.
- You must submit the airline Physician's Statement or, if not flying, a prescription from your doctor before we can ship.
- OxygenToGo® does not bill any insurers including Medicare, Medicaid or UK NHS. An invoice can be provided, if noted.
- The rental is delivered packaged within a shipping case. You MUST open that container immediately upon delivery.
- If you cancel the shipment after it has shipped, you are responsible for return of equipment.
- You must review our full Cancellation Policy on page 8. Non-use of equipment does not result in refund of fees.
- You must plug in your device at the airport before, between, and during delays. Save your batteries!

Hotel/Hospital/Business Name (if residence leave line blank): _____

(No Airport Delivery)

Patient First Name: _____ MI: _____ Last Name: _____

Phone: _____ Fax: _____ Cell: _____

Delivery Location: _____ E-Mail: _____

City/State/Post Code: _____ Date of Birth: ____/____/____

Pick-up address: (Leave blank if same as the above address.) (Used for cannula sizing)

Address: _____ City: _____ State: _____

Post Code: _____ Phone: _____ Note: The shipping case must be checked as a piece of luggage on a one-way transit.

Name on Card:		Please ask about special accessories for Pediatric rentals or CPAPs.	
Billing Address:		The below section is Staff Use Only	
Phone Number:		Shipping Charge:	
Credit Card: (select one)	Visa / Master Card / American Express / Discover	Return Charge:	
Card No:		Accident Waiver:	\$98 or £79 per week
Expiration Date:		RENT RATE GIVEN	
CVC Code:	(the last 3 digits on the signature strip or 4 on front of an Amex)	<i>If equipment not returned, deposit amount is charged.</i>	



Oxygen To Go, LLC
 US: 307-732-0040
 UK: (020) 8610 0579

Fax: 307-734-2982 (International)
 UK Fax: (020) 399 70909

Email: info@oxygentogo.com
 Web: www.oxygentogo.com

Regional Shipping Charges

Due to the nature of variables in shipping costs, please call us during business hours to get an estimate.

- Typical shipping charges to or from OxygenToGo. Based on a 40lbs shipping weight only. Actual costs will vary.
- Note – Shipping weights are based off the total kit weight with accessories, plus up to 20lbs for the shipping containers.

*If available. Note: shipping to/from International locations can be difficult at times and change without notice. † Ground service to certain locations could be available. Note that our Standard shipping is 2 days.

Flight Information: If not flying, indicate here by checking this box:

- **Airline Confirmation #** (Typically 6 Digits with letters and numbers): _____

Departing Flight Information

First Departing Flight:

- Name of Airline _____ Departure flight # _____ Date: _____

Second Departing Flight:

- Name of Airline _____ Departure flight # _____ Date: _____

Returning Flight Information: Leave this section blank if there are no return flights.

First Returning Flight:

- Name of Airline _____ Departure flight # _____ Date: _____

Second Returning Flight:

- Name of Airline _____ Departure flight # _____ Date: _____

Hospital Discharge Information: Leave Blank if **NOT** a hospital discharge:

(Can be completed by hospital staff. Please enter delivery address on page one)

Name of Discharge Planner or Nurse in Charge of this patient: _____

Name of Discharge Planner Manager in case of emergency: _____

Phone of Discharge Planner: _____ Fax of Discharge Planner: _____

Hospital Address: _____ City: _____ State: _____ Zip: _____

Please note any disabilities of patient that may restrict any mode of transport: (e.g. "Legally Blind" / "Paraplegia", etc.)



Helpful Hints

1. **All efforts to ensure delivery will be made but any delays related to FedEx or a delivery service can't be guaranteed by OxygenToGo®. We highly suggest you give yourself 2+ days before departure.**
2. **FAA battery requirements dictate that you have 150% of battery time for your flight time. A OxygenToGo® team member can assist you in ensuring correct battery for your transit.**
3. **Shipping Charges – All shipping charges to and from the customer are billed to that customer!**
4. Due to the size of the fax, you may need to turn off your fax to reset the memory.
5. ****We Do Not bill any insurance.** Not Government or private. Not Medicare, Medicaid or UK NHS.**
6. If flying, you should take multiple copies of the Physician's Statement with you to the airport.
7. Do Not call your POC a "tank" or "tank of oxygen". Doing so could delay your boarding.
8. You are responsible for traveling with a sufficient supply of batteries to last the journey, per your oxygen requirements, including the duration of the flight, all ground time (before and after flight and during connections) and for unexpected delays. Consult your OxygenToGo® agent for further information.
9. You must notify the airline that a Portable Oxygen Concentrator (POC) unit will be used in flight
10. If you cancel the rental shipment while in transit with FedEx it still may deliver to you or patient. If so, you can either refuse it or, if it was delivered before you can refuse it, you need to call OxygenToGo® to ensure correct return of the rental device.
11. **After submitting forms via fax or email, please wait 25 minutes then call OxygenToGo® to confirm we have received your order.**

FAQ'S

1. ***What should I take with me on the plane?*** Everything except for the shipping container and return label.
2. ***How do I get the Portable Oxygen Concentrator (POC) unit?*** We ship the unit to the location noted on page one (1) of this document.
3. ***What do I do with the shipping container the POC is/was delivered in?*** On a "round-trip" (the user will return where the device is first delivered to them), you would leave it at home. If a "one-way" (the user will not return to the location the device is first delivered to them), you would check it as a piece of luggage. Note: Do not attempt to take the shipping container into the passenger cabin.
4. ***How do I return the POC unit?*** The box that you receive has a return FedEx return airbill. And for any reason you decide to use another carrier or another bill besides the one provided, you must notify OxygenToGo® with that new number. Follow the instructions and call with questions. Note: You are responsible for returning the unit. Please communicate with Nursing and Rehab centers clearly that if the unit is not picked up that you are notified.
5. ***How do I make payment?*** Credit card is currently the only option for payment. Upon placement of the reservation we will charge the credit card and then again when the rental unit is shipped and/or returned.
6. ***Do I need a prescription?*** OxygenToGo® must have Doctor's prescription in order to supply you with a device. A fax copy of the prescription is acceptable. Fax US: 307-734-2982 or UK (020) 399 70909
7. ***How big is the shipping case?*** (18"x16"x18"), or (21", 7", 9"), depending on the device selected.
8. ***Does the unit only work on battery power?*** No, the rental unit also has a car adaptor and wall power cord that can power the device. All devices can use international power up to 240v, but you will need the physical plug adapter.
9. ***Do you have rental terms shorter than one week?*** No, due to transport, usage, and cost of the rental package our shortest rental term is one week. **Please review cancellation policy for refund information. Variation from policy will not be permitted under any circumstances unless in writing from OxygenToGo®.**
10. ***Can the user rely on the possibility that the aircraft has a power port or plug?*** No. FAA regulations don't mandate such a requirement from the airlines.
11. ***Can I buy the rental unit?*** Yes, you can purchase the unit you have or a new unit. Call for details.
12. ***How much is shipping?*** Depending on transit selected and distance, estimated \$50/£33 to \$150+ /£121+



Oxygen To Go, LLC
 US: 307-732-0040
 UK: (020) 8610 0579

Fax: 307-734-2982 (International)
 UK Fax: (020) 399 70909

Email: info@oxygentogo.com
 Web: www.oxygentogo.com

SECTION 1: Standard Rental

Rental Charge(s) - 1st week \$325.00 or £270 plus shipping
 2nd & 3rd week \$225.00 or £183 each week
 Monthly Please call for quote.
 Overtime One hundred dollars per day

• **\$100 or £80/week additional for the iGo Continuous flow device.**

Stipulated Equipment Value of Standard Rental Equipment: \$3,500.00 or £2,900.

Rental Insurance

- a) Please check one of the boxes below, to indicate a request for insurance for your rental. This will be added to the cost of your rental.
- b) Insurance: **\$98 or £79/per week-- \$500 or £400 deductible:** Yes No

Cancellation Policy Key Note:

**IF CANCELLED AFTER THE SHIPMENT IS PROCESSED, FULL CHARGES APPLY.
 Please review the full Cancellation Policy on Page 8.**

SECTION 2: Agreement to Rent

Oxygen to Go, LLC, (hereinafter referred to as "OxygenToGo®") agrees to rent to Customer ("Customer" is defined as both the payer and the user of the equipment if not the same), and Customer agrees to rent from OxygenToGo®, the Portable Oxygen Concentrator package, hereafter designated Equipment, described above, and except as otherwise provided herein, will continue until the end of the Effective Dates of Rental. The Customer agrees to use the equipment as directed by OxygenToGo®.

Shipping Charge(s) *Our default shipping service is 2 day. If Ground service falls within 2 days, we may utilize.

OxygenToGo® will bill your credit card with the actual shipping costs when we ship the rental kit to the patient. OxygenToGo® will also bill customer for return shipping charges upon return of unit. If you ship via another carrier or another FedEx air bill number, you must call OxygenToGo® before to notify us of the changes. OxygenToGo® reserves the right to ship the rental to the customer renter at any point before the rental start date once rental agreement is submitted. Renter waives the right to deny any charges due to "no signature required" by the chosen delivery vendor of OxygenToGo®.

Note: If you cancel the rental while in transit with FedEx it still may deliver to you or patient. If so, you can either refuse it or, if it was delivered before you can refuse it, you need to call OxygenToGo® to ensure correct return of the rental device.

Note: If you or anyone in your party cancel the rental shipment while in transit to you via FedEx or any other carrier you understand and take full responsibility that the shipment may still be delivered to you at the addressed noted on the Patient Intake. OxygenToGo cannot control the fact that FedEx or other vendors may fail to stop the shipment post tender to carrier. It is best to cancel the rental prior to departure.

Standard Equipment Provided in Rental

- A/C, D/C Power supplies, if separate. Three (3) rechargeable batteries minimum.
- Rolling Cart and/or soft carry case. Pulse Oximeter
- Users Guide and/or Quick Start Sheet.

Additional Equipment available for Rental

Rechargeable battery - \$40 or £33 per battery per week when rented with a POC kit.
 Extra External Battery Charger - \$40 or £33 per week

SECTION 3: Terms

The terms of this Agreement begin on the Effective Date, as shown on this contract, and except as otherwise provided herein, will continue until the equipment is returned to OxygenToGo® as noted in the terms of the effective date and return grace period.

Note: Rental period begins when you receive the device at your home and ends when OxygenToGo® receive the device back in our office. And due to the nature of FedEx or UPS, and the remote dispatching, the pick up of your rental unit is ultimately responsibility of the renter. OxygenToGo® reserves the right to ship the rental to the customer renter at any point before the rental start date once rental agreement is submitted. OxygenToGo does not require a direct signature for delivery on Federal Express. You must request a direct delivery signature service upon the submission of these rental forms to OxygenToGo®.

SECTION 4: Payments

- a. **Rental Charges** - Customer agrees to pay applicable rental charges and any other applicable fees IN ADVANCE prior to shipment to customer designated shipping address. A reserve is not a charge and Customer agrees to the acquisition of this reserve by signing this agreement. The Customer will return the Equipment at the end of the Rental Effective Date and will pay an equivalent daily rental rate based on the applicable rental rates for any time after the Effective Date. Until OxygenToGo® receives the Equipment in good condition, the Customer shall remain bound by the obligations of this Agreement.



- b. **Other Costs** - In addition to the applicable equipment rental charge and delivery charge, the customer also agrees to be charged for any additional equipment selected above and for shipping. The Customer agrees to pay OxygenToGo® any shipping costs for delivery of the Equipment to the Customer (as indicated above), and the Customer will pay for shipping costs for return of the Equipment to OxygenToGo®'s designated location. The Shipping charges noted above are for shipment to our home location in Jackson, Wyoming, USA. Additional charges apply for shipping to other locations at renter's request. OxygenToGo® utilizes FEDEX or UPS for all rental shipments.
- c. **Security Deposit Reserve** - A reserve against the Customer's credit card will be made as stated above on or before the Effective Date. This reserve will be maintained by OxygenToGo® and will be applied against any default of Customer in payment of rent or for damage or loss of the Equipment or other payment due OxygenToGo® which is chargeable to the Customer. Upon termination of this Agreement, and after final charges are paid in full, the reserve will be released from the credit card. Currently OxygenToGo® charges \$3,500.00 or £2900 in security deposit reserve. And if more than three (3) batteries provided, additional \$450 or £365 per battery may be charged.
- d. **Test and (or) Repair Charge** - If returned equipment appears broken due to misuse, a test and repair charge of \$50.00 may be charged for inspection, testing and minor repairs required to return the Equipment to service. This charge will be payable at the end of this Agreement. If the Equipment cannot be repaired, the customer will be notified and will be responsible for the designated replacement cost of the Equipment.
- e. **Taxes and Fees** - Customer will either pay directly for any taxes or governmental fees such as, use, property, excise, customs duty or other taxes, license fees, assessments, permits or commissioning and registration fees relating to the shipment, activation and rental of the Equipment. Smoking while using our equipment will be assessed a fee up to \$2500.00.

SECTION 5: Equipment Use

Site and Inspection-Customer shall be responsible for obtaining any license, permit or permission from any governmental or regulatory agency, which may be necessary for or imposed upon the operation of the equipment. The Customer will exercise due care in and will permit only qualified personnel to use and operate the Equipment and such use and operation shall be only according to written instructions provided by OxygenToGo®. Customer will not use or operate the Equipment in any illegal manner or for any illegal purpose nor in violation of any law ordinance or regulation. The Customer will keep OxygenToGo® advised of the changes to the Specified Equipment's condition. The Customer will permit OxygenToGo® or its Agent to inspect the Equipment during the term of this agreement at any reasonable time.

SECTION 6: Warranty

OxygenToGo® warrants that each item of equipment will be suitable for normal operation and use at the time of delivery. OxygenToGo® MAKES NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND. EXPRESSED OR IMPLIED, WRITTEN OR ORAL, AS TO ANY MATTERS WHATSOEVER. OxygenToGo® DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.

SECTION 7: Ownership and Security Interests

- a. **Ownership**-Customer acknowledges that OxygenToGo® is and shall remain the owner of the Equipment until title is conveyed to the Customer by an attached separate sale agreement. Customer will protect OxygenToGo® ownership rights against claims, liens and other encumbrances by Customer's creditors or other claimants against Customer. Customer will not remove, obliterate or obscure markings, which identify OxygenToGo® as owner of the Equipment.
- b. **Security Interest** - Customer will execute and deliver to OxygenToGo® documents and forms, which are reasonably necessary or desirable to protect OxygenToGo®'s ownership and interest in the Equipment, including finance statements under the Uniform Commercial Code.

SECTION 8: Insurance and Risk of Loss

- a. **Insurance** - OxygenToGo® does not insure the equipment during the period it is rented to the customer. The customer may elect to obtain, at higher expense, insurance covering the Equipment during the term of the rental. Optional Insurance coverage excludes loss due to shipping error or loss due to confiscation of Equipment by foreign government officials or by acts of terrorism. OxygenToGo® reserves the right to refuse insurance coverage in the event the equipment would be transported to a "high risk" area. An example of a "high risk" area would be transporting Equipment to Cuba.
- b. **Risk of Loss** - Customer will bear responsibility for all malfunctions, failures, damage to or loss of equipment, except to manufacturing defects and normal wear and tear covered under Section 9. In the event of any such damage or loss, Customer will promptly give OxygenToGo® notice thereof and, Customer will elect one of the following options:
 - (i) Pay to OxygenToGo® an amount equal to the Stipulated Equipment Value or fraction thereof for the damaged or lost equipment. In such case, the rental charges and other obligations of the Customer shall continue until the payment is made. After payment is made this Agreement will terminate as to the Equipment involved; or
 - (ii) Request that OxygenToGo® repair or replace the damaged or lost equipment, and pay to OxygenToGo® the cost of such repair or replacement. In such case the rental charges and other obligations of the Customer shall continue during the period of repair or until replacement. If OxygenToGo® is unable to repair or replace the equipment then option (i) shall apply.

In any case, the amount to be paid to OxygenToGo® shall be reduced by any applicable insurance proceeds paid to OxygenToGo® pursuant to Section 9.1 of this Agreement.



SECTION 9: Maintenance

Normal Maintenance - OxygenToGo® or its authorized agent will be the exclusive source to maintain the Equipment and will maintain the Equipment in operational condition. Customer will deliver the Equipment to OxygenToGo® or its agent for maintenance and Customer will pay all costs for shipment to OxygenToGo® or its agent and shall be liable for any loss or damage during transportation. OxygenToGo® or its agent will return the Equipment to the Customer and shall be liable for any loss or damage during transportation. When available, and requested by the Customer, a replacement unit may be shipped to the customer's location, in which case Customer will pay for the transportation and labor costs of OxygenToGo® or its authorized agent's in accordance with the standard rates in effect. Such maintenance will be provided without charge to Customer to malfunctions and failures due to manufacturing defects. Maintenance required for other malfunctions. And failure or damage such as caused by improper power source, abuse, accident, improper operation or abnormal conditions of operation is covered under Section 8. If the equipment is used overseas and consistent power supply is not available. Customer provided auxiliary power generator should be considered.

The customer will not open the Equipment electronics or enclosure housing, alter or repair or permit the alteration or repair of the Equipment, or make any attachments thereto, without the prior written approval of OxygenToGo®.

SECTION 10: Limitation of Liability and Indemnity

- a. **Limitation of liability** - In no event will OxygenToGo® be liable to the Customer for any Incident, indirect or consequential damages however caused, whether by OxygenToGo®s negligence or otherwise.
- b. **Indemnity** - The Customer agrees to protect, indemnify and hold harmless OxygenToGo® from and against all claims, damages and costs including legal expenses arising out of the Customer's use of this Equipment.

SECTION 11: Default

If Customer fails to perform any obligation when due under this Agreement, or otherwise defaults, OxygenToGo® has the right to terminate this Agreement forthwith by notice to the Customer. Upon such termination, (i) the balance of the Gross Rental Amount will be due and payable immediately and, (ii) OxygenToGo® has the right, at its option, to take possession of and remove the Equipment from service immediately. Any other damages or amount chargeable to the Customer shall be immediately due upon such termination. If the Equipment is not immediately recoverable, the Customer will immediately forfeit the Stipulated Equipment Value.

SECTION 12: Assignment

The Customer shall not reassign this agreement and the rights and obligations created hereunder without the prior written consent of OxygenToGo®.

SECTION 13: Notices

All notices and other communications required or permitted to be given under this Agreement will be in writing and will be effective when delivered personally, when sent by confirmed fax, US Mail or certified courier addressed to the parties at their respective addresses set forth in this document, unless by such notice a different person or address shall have been designated.

SECTION 14: General

- a. **Early Returns** - Under no circumstance will customer be granted credit for unused time or early return of equipment as it pertains to the effective date of rental.
- b. **Export Regulations** - The Customer will not divert export or re-export the Equipment to any country contrary to U. S. export laws.
- c. **Excusable Delays** - If OxygenToGo's performance of any obligation hereunder is delayed due to reasons beyond OxygenToGo's reasonable control including acts of God, the time for performance of such obligation will be postponed for a period equal to the number of days of such delay. In no event will OxygenToGo® be liable for any damages resulting from any delay in the delivery of any Equipment or any delay in the performance of any maintenance.
- d. **Previous Agreements** - This Agreement supersedes all prior and contemporaneous agreements and representations made with respect to the same subject matter, and is the entire Agreement between the parties.
- e. **Severability** - In the event that any one or more provisions contained in this Agreement should, for any reason, be held to be unenforceable in any respect under the laws of the state of Wyoming, or the United States, unenforceability shall not affect any other provisions of this Agreement, but this Agreement shall be construed as if such unenforceable provision had not been contained herein.
- f. **Controlling Law** - All questions concerning the validity, operation, interpretation and construction of this Agreement will be governed by and determined in accordance with the laws of the Wyoming.
- g. **Headings** - The headings and titles to the section and paragraphs of this Agreement are inserted for convenience only and will not be deemed a part hereof or affecting the construction or interpretation of any provisions hereof.
- h. **Counterparts** - This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original copy hereof.
- i. **Further Assurances** - The parties agree to perform all acts and execute all supplementary instruments or documents, which may be necessary or desirable to carry out the provisions of this Agreement.

SECTION 15: Billing Terms

OxygenToGo® will charge your credit card for the expected rental period to confirm your reservation. OxygenToGo® will charge your credit card again with the actual shipping costs when we send it out to you. OxygenToGo® will also charge customer for return shipping upon return of unit.



Oxygen To Go, LLC
 US: 307-732-0040
 UK: (020) 8610 0579

Fax: 307-734-2982 (International)
 UK Fax: (020) 399 70909

Email: info@oxygenwego.com
 Web: www.oxygenwego.com



- **No discounts for continuous flow devices or users under the age of 18.**
- **OxygenToGo cannot provide refunds due to Customs or shipping delays.**
- **Shipping to and from the customer is always billed to that customer without exceptions.**
- **Standard shipping to and from the customer is 2-day FedEx Express.**
- **OxygenToGo fully plans that the rental device will be unavailable during rental reserved duration and additionally FedEx may take 3-10 days to return a canceled shipment.**
- **A missing item return fee of \$50.00/£40 or 20% minimum of total value will be assessed to any item that is not found upon return to OxygenToGo® so please verify that all items are returned. This includes the Pulse Oximeter. If not returned within 21 days, no refunds will be offered.**

Device selection;

- a. Devices are selected based on the prescription provided by your doctor.
- b. If you are requesting a device that doesn't match the medical guidelines of the prescription, a revision of equipment or prescription is needed in order to accommodate the needs of the patient. This can produce changes in cost.

Payment:

- a. If there is no billing information on the contract, the contract is not complete and will not be processed until the information is received.
- b. We will provide a cost estimate upon request. Estimates are subject to change based on the final order from the physician, total battery requirements, final shipping costs (according to date of contract completion), and actual rental timeframes.
- c. Shipping services and fees depend on when we receive the complete rental.

By signing, you understand and agree to all terms of the rental agreement:

_____ Date: _____
 Customer Signature

 Customer Name Printed

Phone: _____

If you have requested a next day/overnight or rush delivery, please note that **FedEx** has a 3-5% failure rate for such orders. No overnight service is without error. By signing these rental forms, you fully understand this fact.

Furthermore, regardless of the airline that referred you to OxygenToGo®, you can select any vendor of your choice. You are not required to rent from OxygenToGo® but do so in an elective manner.

~AGREED TO BY CREDIT CARDHOLDER (if not patient or customer):

_____ Date: _____
 Cardholder Signature

Please fax any airline Physician's Statement with your rental forms, if possible.

Primary US: 307-734-2982 UK: (020) 399 70909

Backup Fax: 307-732-0045 or **Email:** info@oxygenwego.com

Hint: If your fax has failed to work, for any reason, restart your fax machine.



Cancellation Policy

The renter will be billed upon submission of the rental agreement. If you're uncertain about your decision, do not submit the paperwork. Please understand that your order placement is handled by several team members and fully reviewed by a medical team. This is not a simple process. Once the rental agreement is submitted, you are fully subject to the cancellation terms below.

I. Cancellation Prior to shipping:

- a. **If cancelled 8 days or more prior to our ship date, 50% of rental charges returned.**
- b. **If cancelled 2-7 days prior to our ship date, 33% of rental charges returned.**
- c. **If cancelled 24 hours or less prior to the next business day of pickup by FedEx, patient, or patient representative, full charges apply. This includes cancellation(s) done by the customer, hospital, or any representative of the patient. No exceptions and the day of shipping is at OxygenToGo's discretion, according to the delivery date requested.**

II. Cancellation Post-Shipping

- a. **Once the shipment leaves OxygenToGo, the renter is responsible for all rental and shipping fees;**
 - i. **FedEx bills OxygenToGo for the shipment as soon as it is picked up. This is non-refundable.**
 - ii. **Once the device is placed into shipping, the minimum time for turn-around and return to OxygenToGo is 3-4 business days, thus rendering the device unavailable for other renters.**
- b. **Cancellation due to FedEx shipping delays will not result in any refunds;**
 - i. **Customer acknowledges that OxygenToGo contracts with a third-party courier to provide delivery services and that any service disruptions with that third-party courier service are not the responsibility of OxygenToGo. This is why we advise requesting delivery two (2) days prior to your arranged travel.**

**ATTENTION:
DON'T SUBMIT THESE RENTAL FORMS UNLESS
YOU CLEARLY INTEND TO RENT FROM
OXYGENTOGO.**

**PLEASE REVIEW THE CONTRACT AND RELATED
CANCELLATION POLICY. PLEASE NOTE THAT
COST IS ONLY ONE COMPONENT OF A SAFE
OXYGEN TRANSIT.**