

Office Financial Policy/Equipment Warranty

Office Financial Policy

The staff at Fourroux Prosthetics, Inc. understands that you have choices in providers and we greatly appreciate your trust in selecting our company. Please be aware that our products and services are billed under the major medical portion of your insurance; therefore, deductibles, co-insurance, and sales tax do apply depending on your coverage. Medicare pays 80% of the allowable charges after your annual deductible has been met; however, not all items are covered. Other insurance coverage varies and we will check your coverage and let you know what to expect. The following applies to our policy:

1. Copy of photo identification and insurance cards are requested at time of visit.
2. Payment of co-insurance and/or deductible is due at time of delivery.
3. Payment arrangements will be made at time of service rendered.
4. Any balance due after payment by insurance company must be made within 30 days, unless you request other arrangements prior to the end of the initial 30 day period. Any unpaid balances may be turned over to collections.
5. If you do not have insurance, total payment is due at the time of service unless other arrangements have been made and approved by management.
6. This office accepts credit cards.
7. This office accepts checks with proper identification. A charge of \$25 will be assessed for any returned checks.
8. We will file most insurance claims for you. Some insurance companies with whom we are not a network provider with will require you to file any claims.
9. Please feel free to call (256) 534-8672 or 1-888-810-6220 with any account questions.

Equipment Warranty

Fourroux Prosthetics, Inc. will notify all patients of the warranty coverage, and we will honor all warranties under applicable law. In addition, an owner's manual with warranty information will be provided to patients for all products where a manual is available.

Fourroux Prosthetics, Inc. will replace, repair, or adjust devices free of charge for ninety (90) days from date of delivery if the item is found to be deficient in material or workmanship. Beyond the ninety (90) day warranty period, adjustments and repairs will be made at the current rate for labor.

Fourroux Prosthetics, Inc. will accept returns on over the counter soft good items not covered under manufacturer warranty, only if they are in a like new condition, and can be resold. Items should be in their original packaging and must be returned within five (5) business days of purchase. All returns for refund will be at the discretion of management Any and all restocking fees assessed by the manufacturer will be the sole responsibility of the patient.