

Client Information Sheet

Our Mission and Purpose

The mission and purpose of Forbes Rehab Services, Inc. (Forbes AAC) is to design, manufacture and deliver assistive technology products and services that provide a level of independence and personal expression for our clients. We do this by providing our dedicated employees with state of the art tools and resources, allowing them to combine our many years of experience in identifying the real world needs of our clients with the latest cutting edge technologies available. We back our products with the most competent and compassionate customer service available through all phases of the process including product selection, funding support, timely delivery, training and technical support.

Forbes AAC Contact Information

Our normal business hours are 9:00 a.m. to 5:00 p.m., Monday through Friday by appointment only. A voice message system will answer Forbes AAC's phones at 419.589.7688 after normal business hours. However, most services will be performed during normal service hours. If your call is a medical emergency and cannot wait until normal business hours, it is suggested that the Client or caregiver dial 911 for professional emergency services.

Client Abuse

Any Client who feels they or someone else is being abused, should call the Child Abuse Hotline telephone number 800-422-4453 (800-4-A-CHILD) or the Elder Abuse National Hotline telephone number 800-677-1116.

Client Complaints

Any client who feels his/her rights have been denied, who desires further clarification of rights, or who desires to lodge a complaint or express contentment with any aspect of service or equipment, Including concerns about client safety and the risk of falls, should contact us through our main telephone number 888-884-2190, without fear of reprisal by Forbes AAC.

JCAHO Information

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 800-994-6610 or emailing complaint@jcaho.org.

Client Rights - You have the right to:

Be given timely, services as ordered appropriate, by qualified quality professional home care services without discrimination. Be provided with proper products a qualified health care professional. Receive products in proper operating condition according to the manufacturer's specifications.

- Request a detailed explanation of your bill for products and services.
- Be communicated with in a way that you can reasonably understand.
- Refuse equipment and services, accepting full responsibility for that refusal.
- Choose your provider of medical equipment.
- Be assured of confidentiality, to review your records, and to approve or refuse the release of records.
- Have competent and qualified people carry out the services for which they are responsible.
- Voice your grievances and recommend changes without fear of reprisal.
- Report concerns about client safety without fear of reprisal.
- Be given reasonable notice of discontinuation of service.

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Client Information Sheet (cont'd)

Client Responsibilities - It is your responsibility to:

- Dial “911” whenever a life threatening medical emergency arises.
- Provide complete and accurate information regarding your medical history and billing information.
- Comply with your physician’s orders and plan of care.
- Use and care for the equipment provided and not allow use by anyone other than the authorized client.
- Contact us about any equipment malfunction or defect, and allow our staff to correct the problem.
- Advise us of any changes in your status, including address, medical condition, and billing information.
- Assume payment responsibility for services not covered by your insurance carrier, except when not allowed by law.
- Maintain a safe home environment for the proper utilization of equipment.
- To report to us any concerns about client safety or occurrences of client falls.
- Pay for the replacement costs of any equipment damaged, destroyed, or lost due to misuse, abuse, or neglect.

Warranty Information

All Forbes AAC devices carry a one (1) year limited manufacturer’s warranty. FRS, INC. provides all clients with a written copy of the warranty coverage at delivery and we honor all warranties under applicable State law. FRS, INC. will repair or replace, free of charge for parts and labor, any covered device found defective in material and/or workmanship, per the terms of the warranty. Any covered item that is rented to a client will be maintained, replaced, or repaired at no charge, per the terms of the warranty.

Equipment Operating Instructions and Additional Training Options and Materials

Each device ships with a written operating instruction manual. Additionally, each of the more complex Forbes AAC devices has instructional videos pre-loaded on the device. These instructional videos are also available on our website for use when the device is not available. All Forbes AAC devices also have remote takeover capability pre-installed, allowing for one-on-one training sessions. We also offer periodic Teleconference training sessions free of charge. Call 419.589.7688 for complete details.

Returns

Return Policy

New product returns must be made within 30 days of delivery date. After 30 days, returns will NOT be accepted under any circumstances. Please note; Forbes AAC will not issue refunds for products purchased through other entities, such as distributors or retail partners.

Returning product must be in like-new condition and in the original packaging with all original accessories, literature and other components. Forbes AAC reserves the right to reject any refund request if the product is received damaged or if any accessories, literature or other original components are missing.

Returns are subject to a 15% restocking fee. Shipping charges are nonrefundable.

Refunds will be issued to the original payee (Medicare, Medicaid, Insurance) pending qualification and subject to above criteria.

Repairs

New product repairs will be performed in accordance with the product's warranty.

Out-of-warranty repairs and non-covered items are subject to labor and material charges.

Return Procedure

A Return Merchandise Authorization (RMA) number must be obtained prior to returning any products - to request an RMA number, please email support@forbesaac.com or call 419.589.7688

*Upon receipt of the **RMA number**, send product to:*

Forbes AAC

RMA #

181 Illinois Ave. South

Mansfield, OH 44905

Shipping and Packaging

Forbes AAC requires all returns use the ORIGINAL carton or packaging to prevent possible damage during shipping. The device should be placed in the device box with nothing on the screen. If unavailable, please package the unit as securely as possible, with a minimum of 2 inches of packing materials between the box and device on all sides. Forbes AAC CANNOT BE HELD LIABLE FOR DAMAGE CAUSED DURING SHIPPING OR THE LOSS OF ANY CUSTOMER DATA.

Customer will be responsible for shipping costs when returning the product to Forbes AAC. Product should be shipped so that it can be tracked and/or insured; Forbes AAC is not responsible for products lost or damaged during return shipment. Customers should insure the shipment and use a carrier that can provide proof of delivery in case it is lost or stolen. Forbes AAC is not liable for any equipment damaged or lost during transit.

Products received that do not meet the above return criteria may be returned to the customer via ground shipment.