

Warranty & Return Policy

Effective Date: 2/24/2025



Warranty Policy

Each product sold or rented by Serra Diabetics comes with a manufacturer's warranty that outlines what is covered and for how long. Medicare beneficiaries are entitled to receive this manufacturer's warranty coverage in accordance with federal guidelines.

If a Medicare-covered piece of durable medical equipment is still under warranty, Serra Diabetics will assist in coordinating repairs or replacements directly with the manufacturer. An owner's manual that includes warranty information will be provided at the time of delivery when available. If you need help accessing warranty details or have questions about your equipment, you can contact us at 1-914-485-1101.

Important Note: The U.S. Food and Drug Administration (FDA) requires that manufacturers of Continuous Glucose Monitors (CGMs) be updated of any defective components. For any issues related to CGM sensors or devices, Serra Diabetics will provide you with the manufacturer's contact information for patients to report device or sensor issues.

Return and Exchange Policy

It is the policy of Serra Diabetics to provide all patients with high-quality medical equipment and professional services. If a patient is not completely satisfied with the product received, they may return or exchange the item at no additional cost.

To ensure proper handling of any return or exchange, patients are required to follow the process outlined below:

- Patients must contact our executive service team at 1-914-485-1101 **within thirty (30) calendar days from the service date listed on the packing slip.**
- An executive service representative will review the reason for the return, confirm product warranty details, and determine whether a return or exchange is appropriate.
- If approved, the patient will receive further instructions, including a prepaid return shipping label.
- **Products must be unused, unopened, and in their original packaging.**
- Partial returns are not accepted.
- Items that are defective or have been discontinued will be repaired or replaced in accordance with the manufacturer's warranty.

If the equipment was billed to insurance, a full refund will be issued to the insurer, provided all return procedures are followed. If the patient paid out of pocket, a direct refund will be issued to the patient under the same conditions and circumstances in which the patient paid for the equipment out of pocket.

Serra Diabetics reserves the right to update, change, or discontinue this warranty and return policy at any time, at its discretion, and without prior notice.