



Policy F-200 Field Refunds

Introduction

At times, refunds will be requested because of payment issues or equipment concerns. Due to the custom nature of CRT and the expense to provide the related equipment, National Seating & Mobility does not routinely allow the return of product. This policy provides direction on how to obtain approval and process a refund in appropriate situations.

Procedure

Pre-Delivery Refunds

Pre-delivery refunds are refunds on orders that have not been posted as delivered in Rehab Advisor. A refund approval is not required when we are refunding a payment error, or cancelling an order due to Client request or situation. When cancelling an item within a work order or an entire work order, refer to the Returned Goods Policy within Policies and Procedures in WNSM for instructions for the return process. In the event a refund is due to a Client, the NSM representative must determine if the refund needs to be issued via check or credit card.

1. When a refund need is identified, click the Refund Request button found on the summary screen of the work order.
2. Complete the necessary information. Upon completion and submission, a copy of the request will automatically upload into Scan Docs and an email will automatically send to Refunds@nsm-seating.com.
3. Upon reviewing the Refund Request, the Billing Center team will first determine if there are any outstanding balances from previous work orders. Any funds will be applied to outstanding balances prior to a refund being issued.
4. A refund will always be issued to the person or Payer that provided payment. The refund will not go to the Client by default.

Post-Delivery Refunds

Post-delivery refunds are refunds on orders that have been posted as delivered in Rehab Advisor. Due to NSM's return policy, all requests for post-delivery equipment returns require prior approval from your Regional Area Director or Region Vice President before processing.

Note: If the refund is due to an administrative error (i.e. overpayment) and equipment is not being returned, then follow the pre-delivery refund process.

1. Enter a note into the work order notes field requesting approval for the return of equipment. Include the reason for the return request. Email the note to your RVP or RAD for approval.
2. Once approval is received, upload the approval into Scan Docs and note the work order. The Returns team will not process the return without the approval information.

3. Proceed with the instructions in the Returned Goods Policy.
4. Once the equipment is obtained and the return is complete, the refunds will be issued by the Billing Center.
5. The refund will be addressed through the Returned Goods Procedure. You will not need to submit a separate Refund Request through Rehab Advisor.