



Innovative Medical Solutions Experts

Equipment Warranty Information

Dear _____

Every product sold or rented by IMS Experts carries a 1-year manufacturer's warranty. IMS Experts will honor all warranties under applicable law. IMS Experts will facilitate the repair or replacement, free of charge, of Medicare-covered equipment that is under warranty. In addition, an owner's manual with warranty information will be provided to beneficiaries for all durable medical equipment where this manual is available.

However, if the items not working or functioning as it should, upon receipt of the equipment, please notify us immediately.

This warranty does not cover normal maintenance such as cleaning, adjusting, or lubrication and updating of equipment or parts thereof. This warranty shall be voided and not apply if the equipment, including any of its parts, is modified without IMS Experts authorization.

THE WARRANTY STATED ABOVE (INCLUDING ITS LIMITATIONS) IS THE ONLY WARRANTY MADE BY IMS EXPERTS AND IS IN LIEU OF OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. MEDICAL DEVICE SPECIALITY SHALL NOT BE LIABLE FOR CONSEQUENTIAL FOR INCIDENTAL DAMAGES OF ANY KIND.

I have been instructed and understand the warranty coverage on the product I have received.

Beneficiary Copy

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY

IMS Experts is dedicated to maintain the privacy of your Protected Health Information (PHI) and to provide you with a notice of our legal duties and privacy practices with respect to PHI. PHI is information about you, including basic demographic information, that may identify you and that relates to your past, present, or future physical or mental health or condition and related healthcare services. This Notice of Privacy Practices {Notice} describes how we may use and disclose your PHI to carry out treatment, payment, or health care operations for other specified purposes that are permitted or required by law. The Notice also describes your rights with respect to your PHI. We will not use or disclose your PHI for any other purposes without your hand written authorization, except as described in this Notice. We reserve the right to change our practices and this Notice and to make the new Notice effective for all PHI we maintain. To summarize, this notice provides you with the following information:

Your Privacy Rights

You have the following rights with respect to PHI about you:

- **Obtain a detailed/revised Copy of the Notice upon Request**
- **Request an amendment of PHI**
- **Request a Restriction on Certain Uses and Disclosures of PHI**
- **Request Communication of PHI by Alternative Means or At Alternative Locations**
- **Receive and Accounting of Disclosure of PHI/Inspect and Obtain a Copy of PHI**

PHI about you is contained in a designated record set forth as long as IMS Experts maintains the PHI. The “designated record set” usually will include prescription, physician orders, and billing records. To inspect or receive a copy of your PHI for your inspection, you must send a written request to IMS Experts.

Under Federal Law, however, you may not inspect or copy the following records: information compiled in reasonable anticipation, or use in a civil, criminal, or administrative action or proceeding, and protected health information that is subjected to law that prohibits access to PHI. We may charge you a fee for the costs of copying, mailing, or other supplies that are necessary to grant your request. We may deny your request to inspect/copy/receive an accounting in certain limited circumstances. If you are denied access to PHI about you, you may request that the denial be reviewed.

Complaints

You may complain to IMS Experts and to the Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint. If you wish to file a complaint, please contact us directly at IMS Experts.

If you have questions or concerns, please contact IMS Experts at (817)453-9767.

Sincerely,
IMS Experts HIPAA Privacy Official
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(817)453-9767
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