

# **Knight Medical Supply L.L.C.**

802 SOUTH LEWIS ST  
STILLWATER, OK 74074-4621  
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Toll Free: (800) 267-6531

## **Mission Statement**

To provide our customers with the service, equipment and support they need to improve their quality of life. To put our customers first and provide outstanding service based on ethical family values.

## **Hours of Operation / After-Hours Emergency Service**

Knight Medical Supply L.L.C. maintains regular business hours at its location for patients/clients. These hours are conspicuously posted at the business location. Staff members are available for telephone customer service during posted business hours. Regular business hours:

**8:00am to 6:00pm Monday through Friday 10:00am to 2:00pm Saturday Closed Sunday**

**Call 911 if you have a medical emergency.** We offer an after-hours emergency service to our patients/customers. We forward our phone to a trained staff member's cell phone for after hour services. Our goal is to respond to all emergency calls within 30 minutes after receipt from the voice mail/call.

*(If you do not receive a call back within 30 minutes please call (405) 372-4111 or (405) 612-2253)*

## **Resolving Complaints**

The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the *Complaint Log*, and completed forms will include the patient's name, address, telephone number, and health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively and up to the president or owner of the company. The patient will be informed of this complaint resolution protocol at the time of set-up of service.

## **Return / Exchange Policy**

We understand that exchanging and returning products is often a frustrating experience. Knight Medical Supply L.L.C. strives to make the process a simple and straightforward one. Because of the nature of medical supplies and equipment usage, returns are limited to 30 days after purchase date. To help facilitate the return, bring the original receipt as well as a photo ID for all exchanges, returns, and/or warranty repairs service.

## **Limitation for Refunds or Exchanging**

Unopened, unworn, or unused items may be returned for refund or exchange. Opened or defective items may be returned for exchange of same item or credit given toward one of equal or greater value.

## **Non-Returnable Items**

- Labor, delivery, and/or installation services
- Item that is damaged or abused
- Diabetic supplies
- Consumable item such a foods and drinks
- Item that is missing accessories
- Opened items that are sterile
- Special order items cannot be refunded or exchanged, unless vendor will take item back with restocking fee

## **Restocking Fee**

A restocking fee is applicable on all purchased items, unless fee is prohibited by law. 25% for opened, dirty or used items and 35% for special orders items