

Funding Packet

About your device

Smartbox provides a variety of ways to learn more about your new device. Included with your product is a Getting Started guide and/or manual.

You will find additional resources and information on our website at thinksmartbox.com.

Product pages can include a downloadable version of the product manual, video instruction and other product information. This is in addition to a comprehensive Knowledge Base and Learning resource area.

The Smartbox Support Team are available to answer questions in a variety ways:

- You can call (844) 341-7386 Monday to Friday from 8am–5pm CST.
- Online Chat at thinksmartbox.com
- Email support@thinksmartbox.com

Warranty

Smartbox, Inc. will honor all manufacturers' warranties under applicable state law. In addition, the manufacturers' manual will be provided to all rental beneficiaries for all durable medical equipment provided.

If any item delivered to a rental beneficiary is substandard or unsuitable, Smartbox Inc. will accept the return of the item or exchange the item. You will NOT be responsible for payment for repair or service for your equipment supplied by Smartbox Inc.

Returns

Smartbox offers a 30-day money back guarantee if our products do not meet your needs or expectations.

Products must be in new and unused condition to honor this service; if not, restocking fees may apply.

Some exceptions may apply such as custom built products, software, or special ordered items are non-refundable – or indicated products.

Please contact Smartbox at (844) 341-7386 for inquiries about a return or a return authorization number (RT).