

**Alliance Breastfeeding Center**  
5664 N. Academy Blvd, Colorado Springs, CO 80918 • 719-268-1888  
**Equipment Rental Policy**

(As of 7/1/07)

All Rentals are to be paid with cash or credit/debit card and all rental periods are to be paid in advance. Alliance Breastfeeding Center, LLC reserves the right to waive this requirement on a case-by-case basis for any customer / client.

### **Rental Fees:**

- We have a two-tier rate system, based on payment for subsequent rental periods.
- **RBA Rate:** a monthly payment credit card agreement (Recurrent Billing Authorization or RBA) may be signed to make timely payments easier. Your credit card will be charged for the next rental period automatically, if the equipment is not returned on the due date and you have not called to make other arrangements. Credit card billing is done at least 3 business days after the due date, so you should have ample time to either return the equipment before being charged or to call us to make other arrangements if you plan to return the equipment. **Just keep in mind, if you return the pump after the due date, but before the billing date, you WILL be charged a daily fee for each day over due.**
- **Refunds are not issued for early returns of rentals!** We give you ample time to call us and let us know that you will be returning the pump before we charge it to your credit card. This also applies to other payments. **DO NOT WAIT to be billed! Mark your "due dates" on your calendar.**
- **Non-RBA Rate:** If no RBA is filled out, you will be charged the full rental rate. This is to cover the costs of sending out reminder letters and phone calls.
- If you supply us with a valid email address, we will send you an invoice for the next rental period via PayPal, which you can then pay directly through PayPal. If paid within 1 week of receipt, you will pay the RBA rate. If not paid within a week, you will again be charged the non-RBA rate.
- All rental months are "30-day months" and weeks are "7-day weeks".
- If the due date for a rental would be on a weekend or major holiday, the due date will be extended to the next business day.
- If you have called us and made arrangements to return the equipment after the due date, you will be charged a pro-rated daily rate based on your prior rental rate.
- If you are seeking reimbursement from your insurance company, a doctor's prescription for the equipment and a personal letter from you stating the reason for rental will help. Insurance companies will not pay in advance of services rendered so claims should be submitted at the end of a rental period. If the equipment is rented for use during employment, check with an accountant or tax-preparer as the rent may be deductible as a childcare expense.

### **Billing / Collections:** (for accounts with no signed RBA or if credit card is declined)

- Remember, payment is due IN ADVANCE of the rental period!
- Payment must be received, the equipment returned, or arrangements made with our office for payment or return within 10 business days of date of invoice.
- If we have heard nothing from you within that time, we will consider the equipment "stolen" and your file will be faxed to the Lending Company for reimbursement of the equipment under our insurance with them.
- Once the Lending Company accepts our claim we have no influence over how they proceed in collection for the equipment.

### **Pump Use:**

- **Rental fees are for pump only – collection kits are not included. Kits are required and may be purchased separately.**
- Follow instructions in the booklet provided with your collection kit unless directed otherwise by your physician or lactation consultant.
- Pump about every 2-3 hours for 10-20 minutes or until the milk stops spraying, for a total of at least 100 minutes in 24 hours. [This is for a baby who is not feeding at the breast] For highest milk production, pump for 2 minutes after the flow of milk stops. Do not let milk remain in your breasts more than 5 hours without breastfeeding or pumping. Please don't stop abruptly - it's hard on you and your baby.
- **If you think your milk supply is dropping, you want to stop, or the pump is not working correctly, call our office or the LC's cell-phone immediately (that day) Don't be afraid to leave a message.**
- If milk is drawn into your tubing, stop the pump! In most cases it means something is WRONG. If you continue to pump and milk is drawn into the pump body the pump is contaminated and must be sent back to the manufacturer for re-servicing. **YOU WILL BE CHARGED the \$35 re-servicing fee AND the shipping and insurance.**
- Empty the collection container before it is overly full, and keep it upright during collection.

### **Scale Use**

- Instructions for using the scale should be in one of the zippered pockets in the case. Our office personnel should also go over proper use of the scale. Please call us with any questions. **Using a scale should not stress you out!**

### **Cleaning**

- The equipment and its case must be returned CLEAN. That means no milk!!!!
- Clean the case and outside of the equipment body with Windex or other mild cleaner.
- If the equipment is returned soiled with milk or otherwise dirty, **YOU WILL BE CHARGED a cleaning fee of at least \$10.00.**

### **Returning Pumps**

- Remove your piston assembly from the Lactina pump and make sure that all your personal equipment is out of the case.
- Be sure to remove the membrane caps and protective membranes from underneath the top section of the Symphony pump and make sure all your personal equipment is out of the case.
- If you have the hard case for the Hollister Elite, be sure to pack it for return with the foam piece and the car adapter that were in there when you rented it! Remember, the "kit" is yours, so don't leave it in the case.
- If You Absolutely Must Return the Equipment When The Office Is Closed, please CALL AHEAD. **YOU ARE RESPONSIBLE FOR THE EQUIPMENT** until someone from this office checks in the equipment and signs the receipt. If we are unavailable, we will make arrangements to either pick the equipment up from your home or office, or arrange for another day for you to return the equipment. **DO NOT leave equipment by the office door!** Remember, you are responsible for the equipment and will continue to be charged rental fees until you have a signed receipt for the equipment.

Initials of person renting pump to signify that they have received a copy of this policy: \_\_\_\_\_