

Good morning, Team!

I recently realized that our partner/rep training does not go into detail about cancellations, suspensions, or system transfers so I thought I'd hit the highlights for you. Some of this info can be found in the service agreement. Here are the basics:

- We prorate service on the front end (installation).
- We do NOT prorate service on the back end (cancellation/suspension), meaning the entire month of service is due whether you cancel on the 1st of the month or the 31st of the month. So if you want to suspend service for a few weeks, there's no financial benefit if the cancellation and reinstatement occur in the same calendar month.
- If a system is being relocated to be used by the same individuals as originally intended, then [a help ticket](#) needs to be opened to document the change in address and any relevant sensor/rule/notification changes pertaining to the relocation. A complimentary reassessment for the new location may be offered. A reprogramming fee may apply. Fees may also apply for uninstalling/transporting/reinstalling a system.
- If a system is being relocated to be used by new people (repurposed), then the original system should be canceled by [submitting a help ticket](#) and a new system [intake form](#) should be completed for the new location and new individuals. A complimentary assessment will be offered and the quote will be dependent on the assessment and will take into account what will be reused. A reprogramming fee may apply, as would fees for uninstalling/transporting/reinstalling the system.
- Consumable sensors (anything that may come into contact with skin/fluid like worn panic pendants, bed pads, incontinence sensors, etc.) should NEVER be repurposed for a new individual. New consumable sensors should always be purchased for new users and quotes may be generated for that purpose.

Again, this is just an overview so if you have specific questions or would like more information, please do not hesitate to call or email us. I would also encourage everyone to read through the service agreement that was updated this past fall. A blank template of it is available if you log in to the rep portal on the website.

Thanks and I hope you have a wonderful day!

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